# National Social Housing Survey 2018

## Key results

# National Social Housing Survey 2018

## Key results

Please note that there is the potential for minor revisions of data in this report.

Please check the online version at www.aihw.gov.au for any amendment.

# Contents

# Summary

Having a roof over one's head is generally regarded as essential to a person's health and wellbeing. However, not all Australians have the same access to safe and affordable housing.

Social housing programs provide rental housing at below market rates to low-to-moderate income Australians who may otherwise struggle to find affordable housing. In recent years, social housing has been targeted less to low-income working families and more to those in greatest need, including people who are homeless, live with disability, or are experiencing family or domestic violence.

This report presents key results from the 2018 National Social Housing Survey. It looks at tenants' satisfaction with their social housing and how this has changed over time, and the differences between states and territories. For the first time, it examines how different characteristics relate to tenant satisfaction levels, after accounting for other factors. The factors examined include housing program, household composition and demographics, and the location and condition of tenants' homes.

The main social housing programs in Australia are:

- public housing (PH)
- state owned and managed Indigenous housing (SOMIH)
- community housing (CH).

There are about **785,000 Australians** living in **419,000 dwellings** in the 3 main social housing programs—PH, SOMIH and CH

**Most tenants** (72%, or 565,000) **are in PH**

Around **195,000** Australian households are **waiting for social housing**

**For every 20 Australians living in social housing:**

**11** are female   **9** are male

**5** are aged under 18
**2** are 18–24
**13** are 25 or over

**Households**

For every 20 social housing households:
**12** are single adults living on their own
nearly **3** are sole parents
**5** are couples, extended families or groups (with and without children)

**1 in 10** households are **Indigenous**

**4 in 10** households have one or more members **with disability**

## Most tenants are satisfied with housing services

In 2018, 3 in 4 (75%) social housing tenants Australia-wide were satisfied with the services provided by their housing organisation. This high overall level of satisfaction has not changed significantly since the last National Social Housing Survey in 2016 (74%). This proportion ranged from 2 in 3 SOMIH tenants (66%) to 3 in 4 PH tenants (74%) and 4 in 5 CH tenants (80%).

## Satisfaction highest in Queensland

From 2014 to 2018, the satisfaction rate of tenants in Queensland was higher than in the rest of Australia and stood at 85% in 2018. This was underpinned by a strong result for Queensland PH (87% in 2018).

The satisfaction levels of PH tenants in the Northern Territory rose significantly over 4 years—from 72% in 2014 to 79% in 2018.

## Home structural condition is the most important factor in tenant satisfaction

Tenant satisfaction with services from their housing provider is closely coupled to the condition of their home, with satisfaction falling significantly as structural problems increase. This relationship holds after accounting for a wide range of geographic, demographic and housing-related factors. There are also significant relationships between tenant satisfaction and the number of working facilities in the home, time spent living in social housing, household composition, housing program, and geographic variables such as state or territory.

**Factors that can account for differences in tenant satisfaction**

**Geography**

State or territory

Remoteness

**Sociodemographic**

Age group and gender

Educational attainment

Whether person with disability in household

Household composition

**Housing-related**

Housing program

Number of structural problems

Number of working facilities

Whether overcrowded

Time in social housing

Previous dwelling type

## Community housing tenants most likely to be satisfied, but the effect is small

Living in CH is associated with higher tenant satisfaction. However, once we account for factors such as dwelling condition, time in social housing and household composition, CH tenants are only a little more likely to be satisfied than similar PH tenants.

## Tenants feel settled and are better at managing their rent

Nearly all tenants cite feeling more settled as a benefit of living in social housing (19 in 20, or 95%). Other widely reported benefits are being able to manage rent/money better (94%) and being able to continue living in the area (91%). The least reported was feeling more able to improve one's job situation, but this was still acknowledged as a benefit by 2 out of 3 tenants (67%).

## Satisfaction with home location and amenity is high

A high proportion of tenants said that the location of their home meets their needs (typically 90–95%). This holds true across a wide range of location aspects (from shops and banking to family and friends).

From a range of home amenities, PH, SOMIH and CH tenants were most satisfied with ease of access and entry (90% or more in each program). While most Indigenous households said the size of their dwelling meets their needs (79%), this is lower than for other households (87%).

## Nearly 4 in 10 tenants say their home is not comfortable in the heat or cold

In 2018, across all programs, about 6 in 10 (62%) tenants said that their home meets their needs for thermal comfort (warm in winter, cool in summer), while nearly 4 in 10 said their homes do not. This was the lowest proportion recorded for any of the amenities listed in the survey—the second-lowest was for energy efficiency (76%).

# Introduction

Housing is an important factor in the health and wellbeing of Australians. Housing provides shelter, security and privacy and can support social, economic and community participation (AIHW 2018). However, not all Australians have the same access to safe and affordable housing. Social housing is one component in a suite of policies and programs that address the housing needs of Australians.

## What is social housing?

Social housing is rental housing provided by government or non-government (including not for-profit) organisations at below market rates to low-to-moderate income Australians. The focus in recent years has been on helping people who are homeless, people with disability, those experiencing family or domestic violence, or those with special needs (AIHW 2017, 2018). Social housing is one of the main forms of housing assistance provided in Australia. Other assistance includes private rent assistance, home purchase assistance, and services to help people find accommodation or sustain tenancies (AIHW 2018).

The 4 largest social housing programs in Australia are:

• public housing (PH)
• state owned and managed Indigenous housing (SOMIH)
• community housing (CH)
• Indigenous community housing (ICH).

Box 1.1 provides further detail about these programs.

## How many social housing dwellings are there and who lives in them?

As at 30 June 2018, there were over 785,000 Australians living in nearly 419,000 dwellings provided by the 3 main social housing programs—PH, SOMIH and CH (Table 1.1). The latest data on the ICH program shows that there were around 13,500 ICH households at 30 June 2017 (PC 2019). While the number of social housing dwellings has increased over recent years, underpinned by the increasing role of the CH sector over the past decade, social housing has declined as a share of the total Australian housing stock, from 5.1% in 2001 to 4.2% in 2016. As at 30 June 2018, there were 195,200 households awaiting social housing allocation (PC 2019). A demographic profile of social housing occupants in 2018 is shown in Table 1.2.

**Box 1.1: Social housing programs**

The 4 largest social housing programs in Australia are:

**Public housing**

This is the largest social housing program. It comprises publicly owned dwellings administered by state and territory governments. Rents are subsidised for eligible low income tenants so that they generally pay no more than 30% of their gross income on rent. PH is provided in all states and territories.

**State owned and managed Indigenous housing**

These dwellings, managed by state and territory governments, are aimed at low to moderate income households with at least 1 member who identifies as being an Aboriginal or Torres Strait Islander. SOMIH is provided in New South Wales, Queensland, South Australia, Tasmania and the Northern Territory.

**Community housing**

This is the second-largest social housing program. It is generally delivered by not-for-profit organisations to low-to-moderate income or special needs households. CH models vary across states and territories. Generally, governments provide CH organisations with some assistance, be it direct funding or land and property. CH is provided in all states and territories.

**Indigenous community housing**

This housing is owned or managed by an Indigenous community housing organisation or, in some cases, remote Aboriginal and Torres Strait Islander councils. These bodies can directly manage the dwellings or sublease tenancy management services to the relevant state/territory housing authority or another organisation. ICH is available to households with at least 1 Indigenous tenant, and is provided in all states and territories except the Australian Capital Territory.

**Table 1.1: Australians living in the 3 main social housing programs, 30 June 2018**

| Housing program | Occupants | % | Dwellings | % |
|---|---|---|---|---|
| PH | 565,200 | 72 | 316,200 | 76 |
| SOMIH | 47,500 | 6 | 14,700 | 4 |
| CH[a] | 173,100 | 22 | 87,800 | 21 |
| **Total** | **785,700** | **100** | **418,700** | **100** |

(a)  Tenancy (rental) units are reported for CH as a proxy for dwellings.

*Notes:*

1. Data on ICH occupants were unavailable.
2. Components may not add to total because of rounding.

*Source:* AIHW National Housing Assistance Data Repository.

**Table 1.2: Demographic profile of social housing occupants and households, 3 main programs, 30 June 2018 (%)**

| Characteristic | PH | SOMIH | CH |
|---|---|---|---|
| **Sex** | | | |
| Males | 44 | 45 | 44 |
| Females | 56 | 55 | 56 |
| **Age (years)** | | | |
| Under 5 | 5 | 7 | 6 |
| 5 to 17 | 21 | 33 | 19 |
| 18 to 24 | 8 | 10 | 9 |
| 25 and over | 66 | 50 | 66 |
| **Household composition** | | | |
| Single adult | 58 | 21 | 63 |
| Couple only | 8 | 4 | 15 |
| Sole parent with dependent children | 13 | 25 | 7 |
| Couple with dependent children | 3 | 8 | 4 |
| Group and mixed composition | 19 | 42 | 11 |
| **Tenure (years)** | | | |
| Less than 6 | 42 | 55 | n.a. |
| 6 to less than 11 | 18 | 23 | n.a. |
| 11 to less than 16 | 14 | 9 | n.a. |
| 16 to less than 21 | 10 | 6 | n.a. |
| 21 and longer | 15 | 7 | n.a. |
| **Indigenous household status** | | | |
| Indigenous household | 11 | . . | 8 |
| Non-Indigenous household | 63 | . . | 81 |
| Not determined | 26 | . . | 10 |
| **Household disability status** | | | |
| Person(s) in household with disability | 41 | 22 | 29 |
| No person in household with disability | 50 | 45 | 61 |
| Not determined | 9 | 33 | 10 |

n.a.   not available

. .    not applicable

*Notes:*

1. Demographic data on ICH households were unavailable.

2. Components for each characteristic may not add to 100% because of rounding.

*Source:* AIHW National Housing Assistance Data Repository.

# Current housing policy

Over the last 15 years, the provision of social housing (and housing assistance more generally) has moved away from focusing on low-income working families to assisting the most vulnerable groups in society (AIHW 2017).

Each state, territory or organisation that provides social housing determines its own priorities for allocating its housing stock according to need. Priorities typically fall across a range of 'greatest need' and 'special need' categories (defined as follows).

'Greatest need' households are low-income households where, at the time of housing allocation, household members were experiencing any of the following:

- they were homeless
- their life or safety was threatened within existing accommodation
- their health condition was exacerbated by existing accommodation
- their existing accommodation was inappropriate to their needs
- they had very high rental costs relative to their income.

'Special needs' households in PH and CH are those with:

- a person with disability
- a main tenant aged under 25, or 75 or over
- 1 or more Indigenous members.

Indigenous households in SOMIH and ICH are not considered 'special needs' households as these are Indigenous-specific programs. For SOMIH and ICH, 'special needs' households are those that have:

- a household member with disability
- a main tenant aged under 25, or 50 or over.

'Special needs' and 'greatest needs' are not mutually exclusive—tenants may fit into both categories.

# National Social Housing Survey

The 2018 National Social Housing Survey (NSHS) is the most recent in a series of surveys of social housing tenants, conducted every 2 years. Lonergan Research conducts the fieldwork for the survey on behalf of the Australian Institute of Health and Welfare (AIHW) and states and territories.

**10,390 NSHS questionnaires completed in 2018**

8,825 via mail-out or online

- 5,141 by PH tenants
- 358 by SOMIH tenants
- 3,326 by CH tenants

1,065 were face-to-face interviews with SOMIH tenants (Qld and NSW)

500 were face-to-face interviews with ICH tenants (Qld only)

The primary objective of the NSHS is to gain insights into the experiences of social housing tenants, such as their satisfaction with their home and housing provider, and the benefits they gain from living in social housing. The survey allows the experiences of different populations, such as those with special needs, to be examined and compared. The findings help to establish if housing policy objectives are being met.

The first NSHS in 1996 surveyed only PH tenants. The survey has since expanded to include CH tenants (added in 2001), SOMIH tenants (added in 2005) and ICH tenants in Queensland (added in 2018). NSHS 2018 coverage by jurisdiction and housing program is shown in Table 1.3.

**Table 1.3: Coverage of social housing programs, by state and territory (2018), and coverage of 2018 NSHS across states, territories and programs**

|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT |
|---|---|---|---|---|---|---|---|---|
| State/territory has PH | Y | Y | Y | Y | Y | Y | Y | Y |
| PH in scope for 2018 NSHS | Y | Y | Y | Y | Y | Y | Y | Y |
| State/territory has SOMIH | Y | N | Y | N | Y | Y | N | Y |
| SOMIH in scope for 2018 NSHS | Y | . . | Y | . . | Y | (a)Y | . . | N |
| State/territory has CH | Y | Y | Y | Y | Y | Y | Y | Y |
| CH in scope for 2018 NSHS | Y | Y | Y | Y | Y | Y | Y | N |
| State/territory has ICH | Y | Y | Y | Y | Y | Y | N | Y |
| ICH in scope for 2018 NSHS | N | N | Y | N | N | N | . . | N |

Y yes

N no

. . not applicable

(a) The sample for Tasmania SOMIH was 66. Care should be taken when interpreting results for SOMIH in Tasmania as the sample is small.

The NSHS complements other data about social housing in Australia, especially administrative data collected by social housing providers and reported by the AIHW. These administrative data provide valuable information about social housing, including the stock of dwellings, the characteristics of tenants and the extent to which people in greatest need or having special needs are able to access social housing.

## Understanding differences in tenant satisfaction

For the first time, regression analysis of NSHS data was used to identify the relationships, if any, between multiple variables (**factors**, such as age, where a tenant lives, or the condition of their dwelling) and tenant satisfaction with services. Regression analysis is a statistical technique for analysing relationships among multiple variables.

Descriptive results from previous NSHSs show that tenants' overall satisfaction seems to differ according to:

- geographic factors, such as state/territory and remoteness
- demographic characteristics, such as age, Indigenous status, disability, and whether there are children in the household
- housing factors, such as housing program, dwelling condition and overcrowding
- tenants' previous housing experiences and transition into social housing. For example, the type of dwelling in which they previously lived, and how long they have lived in social housing.

Tenants have multiple factors that influence their housing experience and their satisfaction with services. Many of these factors are interrelated, and some are more common in particular locations or housing programs. Where 2 populations have different levels of satisfaction, it is difficult to determine what the drivers might be when there are multiple factors at play. Regression analysis allows us to account for a range of factors at once. The results help to establish which factors explain differences in satisfaction, and which do not.

The regression model included key geographic, sociodemographic and housing-related factors that are thought to be associated with tenant satisfaction. For the full list of factors, see Box 2.2; for detailed information about the regression analysis, see Appendix C.

## Using this report

This report presents key findings from the 2018 NSHS; unless stated otherwise, all findings are drawn from this. In some instances 2014 and 2016 results are included for comparison—these are drawn from previous NSHSs. Most findings are based on descriptive statistics—the prevalence of certain characteristics or responses across the survey population. However, Chapter 2 also presents the results of the regression analysis, identifying those factors related most closely to tenant satisfaction.

The descriptive statistics are proportions based on population estimates—obtained by applying weights to the NSHS sample responses. The responses were collected from 1 member of each household, who answered on behalf of their household. The underlying unit of analysis (or counting unit) is number of households. For more information about the NSHS methodology, including weighting, see Appendix A.

The results of the regression analysis are presented as the predicted probability (%) of a tenant with defined characteristics being satisfied with the services provided by their housing organisation. See 'Box 2.2: Identifying key factors in tenant satisfaction using regression analysis' for more information.

This report is accompanied online by a set of supplementary data tables in Excel spreadsheet format. Except for the regression analysis results presented in Chapter 2, the findings are drawn from the supplementary tables referenced throughout the report. The supplementary tables can be found on the AIHW website https://www.aihw.gov.au/reports/housing-assistance/national-social-housing-survey-2018-key-results/data. Detailed findings from the regression analysis are presented in Appendix C.

## Indigenous community housing results

Chapter 7 (report and supplementary tables) presents key findings from the ICH survey of Queensland tenants. More detailed analysis will be included in a separate brief report scheduled for release in 2019. As there is only 1 year of data for this population, and inter-jurisdiction or time series analysis is not possible, these tenants were excluded from the main findings of this report and the accompanying supplementary tables.

**Are observed differences statistically significant?**

Where differences between descriptive estimates or changes over time are explicitly described or highlighted in the text of this report, they are statistically significant (at the 95% confidence level), unless otherwise specified.

To help interpret the estimates presented, a selection of 95% confidence intervals (CIs) are published alongside the supplementary data tables https://www.aihw.gov.au/reports/housing-assistance/national-social-housing-survey-2018-key-results/data. Readers are encouraged to consult these CIs when interpreting differences in estimates between populations or over time. Where the CIs of 2 estimates do not overlap, one can be 95% confident that there is a difference between the 2 populations in the variable of interest.

# Overall satisfaction with services

2

**Key findings from this chapter:**

- At the national level, a higher proportion of CH tenants were satisfied with the services provided by their housing organisation (80%) than were tenants in PH (74%) or SOMIH (66%).

- 85% of social housing tenants living in Queensland were satisfied with services, the highest proportion of all states and territories.

- Dwelling condition was the most important factor in tenants' satisfaction. Tenants in all 3 programs were considerably less likely to be satisfied if they lived in a dwelling with structural problems, after accounting for other housing, geographic and demographic factors.

- Tenants across all 3 programs were less satisfied if their home lacked 1 or more basic working facilities, after accounting for other factors.

- Time spent living in social housing is a factor in tenant satisfaction: after accounting for other factors, those who have lived in social housing for 16 years or more are less likely to be satisfied than those who have lived in it for up to 5 years.

- SOMIH and CH tenants were less satisfied if their home was overcrowded, after accounting for other factors. The results do not show a significant relationship between satisfaction and overcrowding in PH.

- Satisfaction rates apparent in CH are mostly explained by factors other than housing program: once we account for all the factors considered, including dwelling condition and time in social housing, CH tenants are only a little more likely to be satisfied than comparable tenants in PH.

## Satisfaction rates by program and jurisdiction—descriptive statistics

This section presents estimates of the proportion of social housing households who are satisfied with the overall services provided by their housing organisation (Box 2.1). The estimates were calculated by applying weights to the NSHS sample responses.

## Satisfaction is higher for community housing tenants

In 2018, 3 in 4 (75%) social housing tenants Australia-wide were satisfied with the services provided by their housing organisation—this ranged from 66% of SOMIH tenants, to 74% of PH tenants and 80% of CH tenants (Table 2.1).  The proportion of SOMIH tenants who were satisfied rose from 58% in 2014 to 66% in 2018, while the satisfaction rate among PH and CH tenants was fairly stable over the same period.

**Table 2.1: Tenant satisfaction rate, by housing program (%)**

| Housing program | 2014 | 2016 | 2018 |
|---|---|---|---|
| PH | 73 | 73 | 74 |
| SOMIH | 58 | 68 | 66 |
| CH | 80 | 80 | 80 |

*'Hi ... thanks to [housing authority], what they give me—home to my husband and me 13 years ago and save our lives!'*

*'Housing have been extremely helpful every time we have needed assistance.'*

*'Comfortable and happy with the unit they have provided for me to live in. Satisfied with the services they provide when needed.'*

*'Stable and affordable. Access to the care I need.'*

PH tenants

*'They are approachable to discuss problems and find workable situations—for example, rent arrears and arrangements to pay them. Maintenance is delivered in a timely fashion and contractors are polite/personable.'*

*'Well, having [had] nowhere to live I think that their services are good because they bring people off the streets to a good place where everything is accessible, and the staff are awesome.'*

CH tenants

*'I like it how they treat me and talk to me. Whenever I have needed help, they have always helped me to the best of their ability.'*

SOMIH tenant

## Satisfaction highest in Queensland, increasing in the Northern Territory

Compared with the rest of Australia, Queensland social housing tenants had consistently higher satisfaction with the overall services provided by their housing organisations from 2014 to 2018 (83–85%) (Table S1.1).

State and territory patterns for all social housing tenants reflect similar patterns of satisfaction among PH tenants, who make up three-quarters of all social housing households (PC 2019). PH satisfaction levels varied between states and territories, and over time (Figure 2.1). PH tenants in Queensland have the highest satisfaction rate (87% in 2018), while the rate for New South Wales tenants was 66%. In 2018, South Australian PH tenants had a higher rate than those in the rest of Australia (79%). The satisfaction rate for Northern Territory PH tenants increased significantly over the last 3 NSHSs: from 72% in 2014 to 79% in 2018. The rate for Northern Territory PH tenants is now higher than for other PH tenants, and the difference is statistically significant.
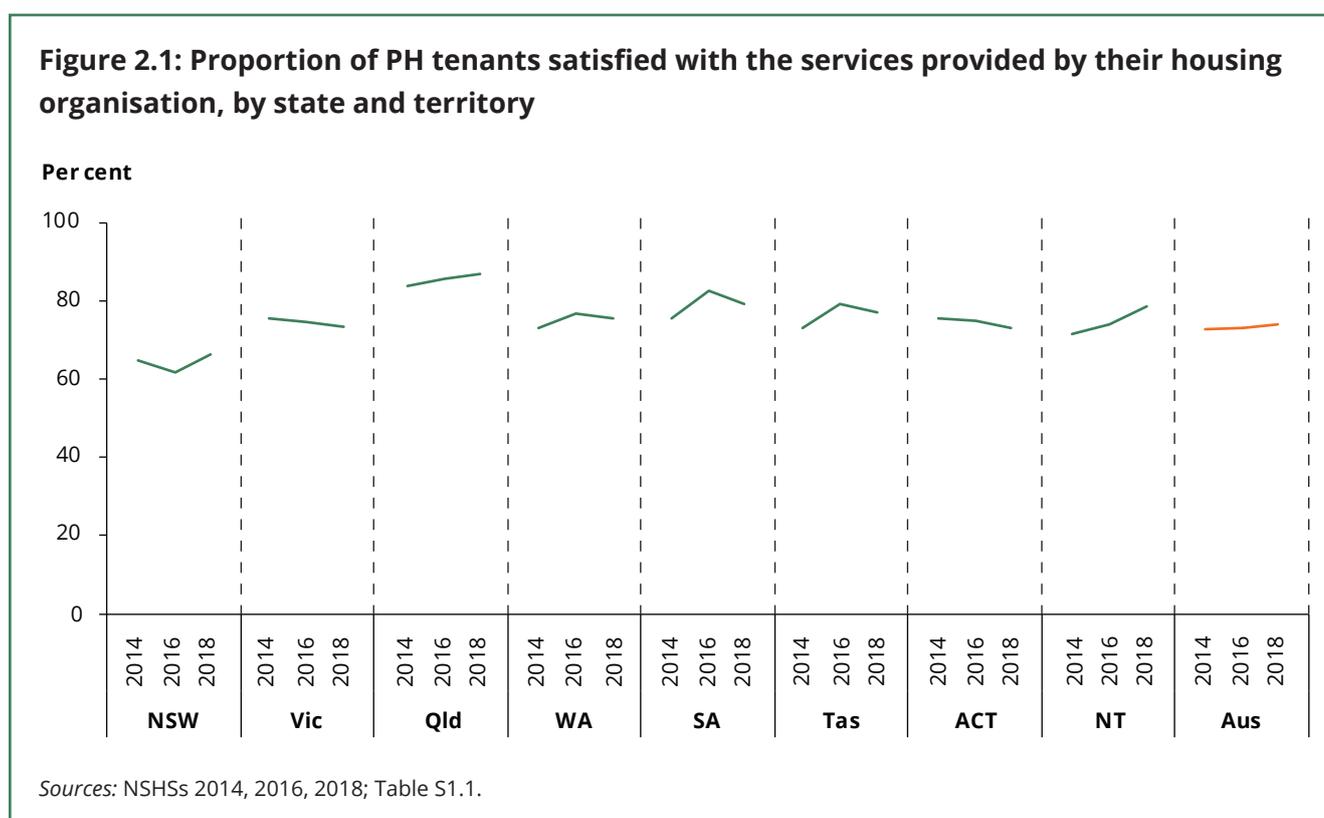
**Figure 2.1: Proportion of PH tenants satisfied with the services provided by their housing organisation, by state and territory**



*Sources:* NSHSs 2014, 2016, 2018; Table S1.1.

Nationally, the proportion of SOMIH tenants who were satisfied with their housing services remained relatively stable between 2016 (68%) and 2018 (66%), following a significant increase from 2014 (58%) (Figure 2.2). Over the same period, the satisfaction rate among SOMIH tenants in Queensland was significantly higher (74% in 2018) than for SOMIH tenants living elsewhere in Australia. A larger proportion of New South Wales SOMIH tenants were satisfied in 2018 (60%) than in 2014 (49%).

**Figure 2.2: Proportion of SOMIH tenants satisfied with the services provided by their housing organisation, by state and territory**

Per cent
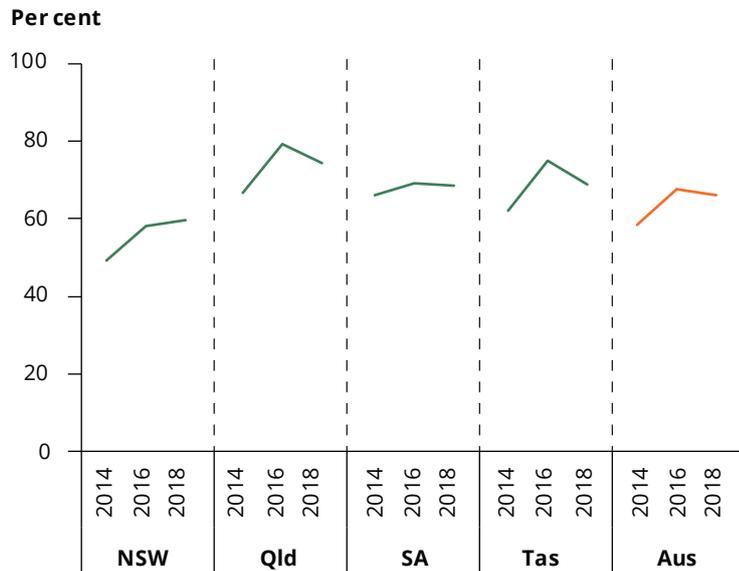


*Note:* The sample for Tasmania SOMIH was 66. Care should be taken when interpreting results for SOMIH in Tasmania as the sample is small.

*Sources:* NSHSs 2014, 2016, 2018; Table S1.1.

The satisfaction rate among CH tenants across Australia was stable at 80% between 2014 and 2018. In 2018, rates across all states and territories were similar to those in 2014, despite some changes in 2016.

Compared with other CH tenants, a larger proportion of CH tenants in Western Australia (85%) and a smaller proportion in the Australian Capital Territory (70%) were satisfied with their housing services in 2018 (Figure 2.3).

**Figure 2.3: Proportion of CH tenants satisfied with the services provided by their housing organisation, by state and territory**
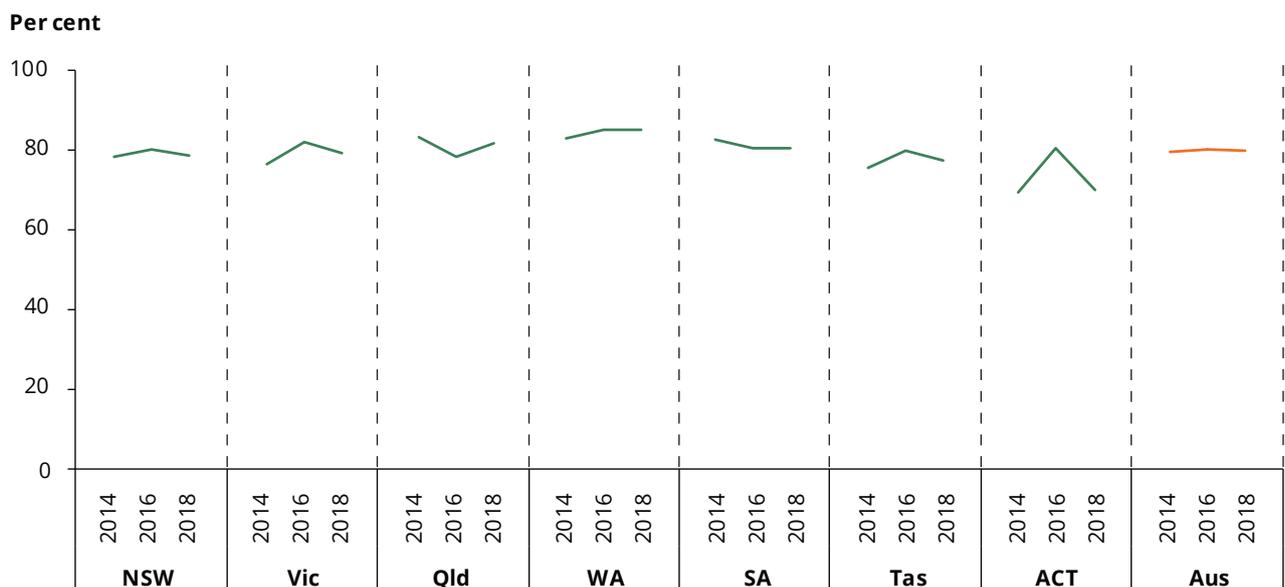
Per cent



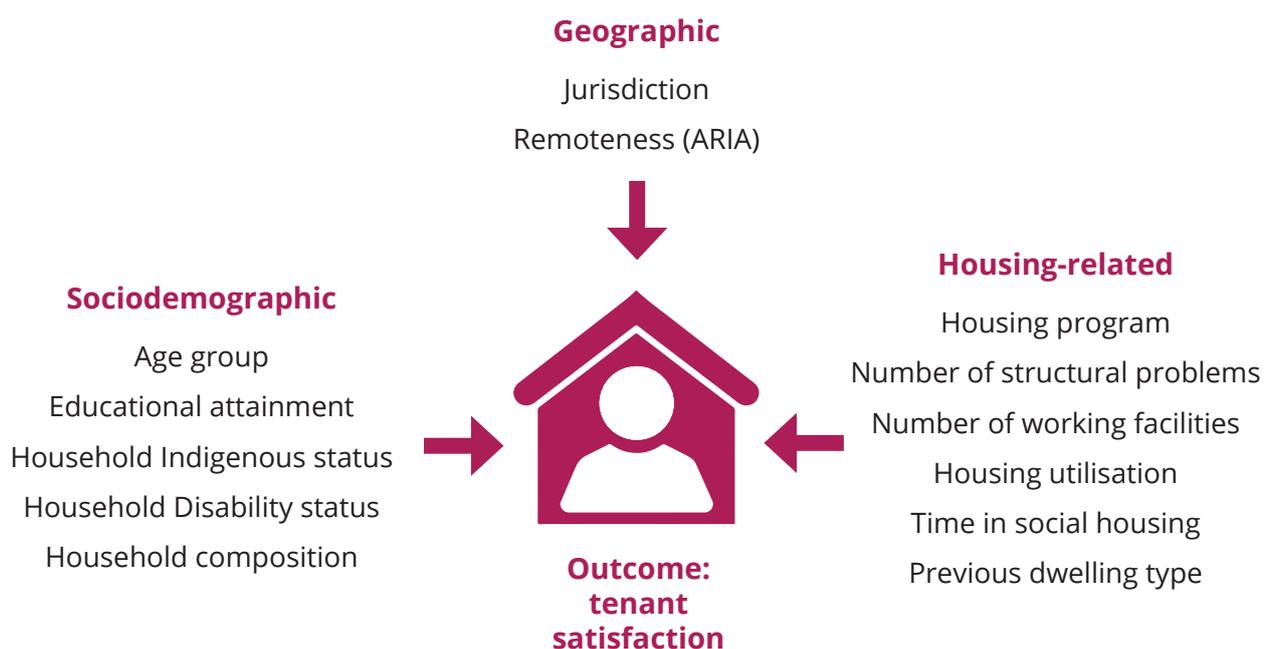*Sources:* NSHSs 2014, 2016, 2018; Table S1.1.

# Results from the regression analysis of tenant satisfaction

Previous surveys in this series have suggested that a range of factors are related to tenant satisfaction, including state/territory and remoteness; demographic factors such as age; and housing-related factors such as housing program, dwelling condition, overcrowding, how long tenants have been living in social housing, and their previous housing experiences. Regression analysis, used to analyse NSHS data for the first time for this report, sheds light on which of these characteristics can explain differences in satisfaction between populations, after accounting for other factors (Box 2.2).

Overall satisfaction is not the only outcome that could be modelled using regression analysis—there are many other possibilities for exploring tenant experiences using NSHS data. Overall satisfaction is a key performance indicator for the social housing sector (PC 2019), so it has been chosen as the outcome of interest in this report.

---

**Box 2.2: Identifying key factors in tenant satisfaction using regression analysis**

Regression analysis is a way to examine relationships between multiple factors (for example, social housing program, location and condition) with an outcome (such as tenant satisfaction). This statistical technique shows which individual factors are significantly associated with tenant satisfaction, after accounting for other factors included in the model (see, for example, Sperandei 2014). Using NSHS data, a regression model for tenant satisfaction (illustrated here) was developed that included housing-related, geographic and sociodemographic factors.

**Geographic**

Jurisdiction

Remoteness (ARIA)

**Sociodemographic**

Age group
Educational attainment
Household Indigenous status
Household Disability status
Household composition

**Housing-related**

Housing program
Number of structural problems
Number of working facilities
Housing utilisation
Time in social housing
Previous dwelling type

**Outcome: tenant satisfaction**

The regression model can be used to 'predict' how likely it is that a tenant with a particular set of characteristics would be satisfied with their housing services. The power of the technique is the ability to compare the '**predicted probabilities**' of 2 tenants who differ on only 1 characteristic, with other factors held constant. Where the model shows a statistically significant difference, we can be reasonably sure there is a relationship between the factor in question and tenant satisfaction—a relationship that holds after accounting for all factors included in the model.

*continued*

---

**Box 2.2 (continued): Identifying key factors in tenant satisfaction using regression analysis**

In order to have a point of reference, so that the direction and size of a factor's relationship with satisfaction can be seen, a **base case** is assigned for each variable in the model (for example, for the variable 'housing program', the base case is PH). The **reference group** is a hypothetical group of tenants with all the base case characteristics combined. This provides a point of reference only—base case selection is not material to the findings. Using the PH example from above, if the model shows SOMIH satisfaction is different from that for PH, this finding would not change if SOMIH were the base case instead of PH.

Base cases for each variable were selected because they provide a useful point of reference— for example, they were the bottom or top of a variable range (for example, age group); they represented the most common group (for example, PH or 'adequate' home utilisation); or they appear to set a benchmark for satisfaction (for example, Queensland).

This chapter presents the predicted probability of satisfaction for tenants in the reference group, and then shows how predicted satisfaction changes for tenants who differ on just 1 characteristic. For example, in the section on dwelling condition, the likelihood of being satisfied for tenants with structural problems is compared with that for the base case (no structural problems), while accounting for other factors. Predicted probabilities are presented as percentages but differ from the descriptive proportions included elsewhere in this report.

Appendix C presents detailed information about the regression method and results.

## Dwelling condition is key in tenant satisfaction

The following 4 sections present results from the regression analysis. They are presented as the predicted probability (%) of a tenant with defined characteristics being satisfied with the services provided by their housing organisation. Apart from the predicted probabilities, all other statistics in this chapter are population estimates from the weighted survey responses. See Box 2.2 for more information about predicted probabilities and how to interpret them.

Tenants who lived in a dwelling with structural problems, or without all the nominated working facilities, were less likely to be satisfied with the services provided by their housing organisation, after accounting for other factors. Across all 3 housing programs, tenants living in dwellings with 1 or more structural problems (green bars) were much less likely to be satisfied with their housing services than tenants living in dwellings with no structural problems (grey bars, Figure 2.4). The effect is particularly strong in CH: the regression model predicts that a CH tenant with the characteristics of the base case, including no structural problems, has a very high chance of being satisfied. A household with the same characteristics—except for living with 3 or more structural problems rather than none—has a much lower likelihood of being  satisfied (dark green bar).

**Figure 2.4: Predicted probability of being satisfied with housing services, after accounting for other factors, by number of structural problems (regression results), 2018**
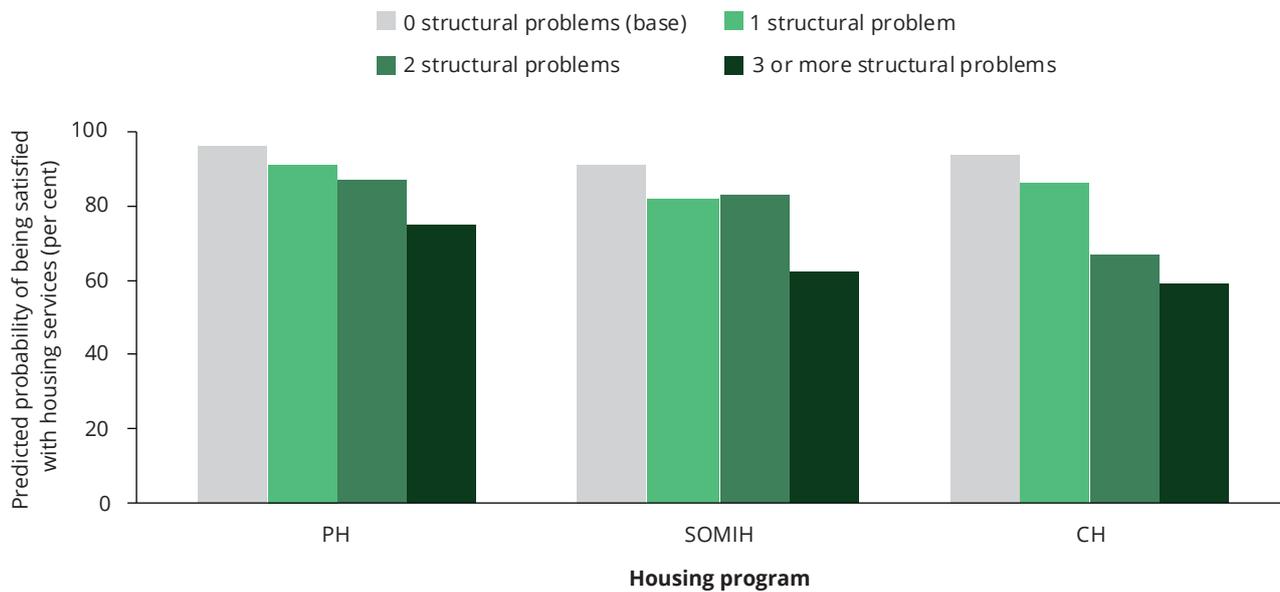


*Notes*

1. Reference group (with base case '0 structural problems') shown in grey.

2. Columns with solid colours (all green bars in this chart) are used to indicate results that are significantly different from the reference group (keeping other factors constant).

*Source:* AIHW regression analysis using NSHS 2018.

## Structural problems

NSHS respondents were asked if their home had any of the following problems:

| | |
|---|---|
| Rising damp | Wood rot / termite damage |
| Major cracks in walls/floors | Major electrical problems |
| Sinking/moving foundations | Major plumbing problems |
| Sagging floors | Major roof defect |
| Walls/windows not square (out of alignment) | Other structural problems |

Comments by respondents about their satisfaction with the services provided by their housing organisation illustrate the experience of tenants living in dwellings with structural problems:

*'I have been living with severe mould and extreme damp for over 5 years and it still has not been addressed, the damp has caused paint to peel badly through the unit and I have been promised the mould treated and painting throughout but the wait is extreme, winter is upon us once again and the damp and mould will still be with me causing many health issues ...'*

PH tenant

*'They don't come and fix anything. We phone and they say they will send someone out but they never do. We have major structural issues in this house. Back verandah is unsafe, full of termite damage. Brick external walls have water leaking through onto the floor. We have to put towels down everywhere. Foundations are sagging. Too many issues to talk about.'*

SOMIH tenant

# Structural problems are common in social housing

More than 4 in 10 social housing households (43%) reported that they live with one or more structural problems in their home (Table 2.2). In CH, 1 in 3 households (34%) live with structural problems. In PH it is nearly half of households (45%); in SOMIH more than half (55%). The proportion of tenants living with 3 or more structural problems also varies by program: from 10% in CH and 15% in PH, to 25% in SOMIH. To put the program rates into perspective, PH—as the largest social housing program—accounted for the vast majority of social housing households living with home structural problems (80%) (Figure 2.5).

**Table 2.2: Social housing households by number of structural problems in home, 2018 (%)**

| | | Housing program | | |
|---|---|---|---|---|
| **Number of structural problems** | **PH** | **SOMIH** | **CH** | **All** |
| One structural problem | 19 | 19 | 16 | 19 |
| Two structural problems | 11 | 11 | 8 | 10 |
| Three or more structural problems | 15 | 25 | 10 | 14 |
| *Sub-total* | *45* | *55* | *34* | *43* |
| No structural problems | 55 | 45 | 67 | 57 |
| **Total** | **100** | **100** | **100** | **100** |

*Note:* Sum of program components may not total 100 due to rounding.

*Source:* NSHS 2018.

**Figure 2.5: Social housing households living with structural problems, by number of structural problems, 2018**
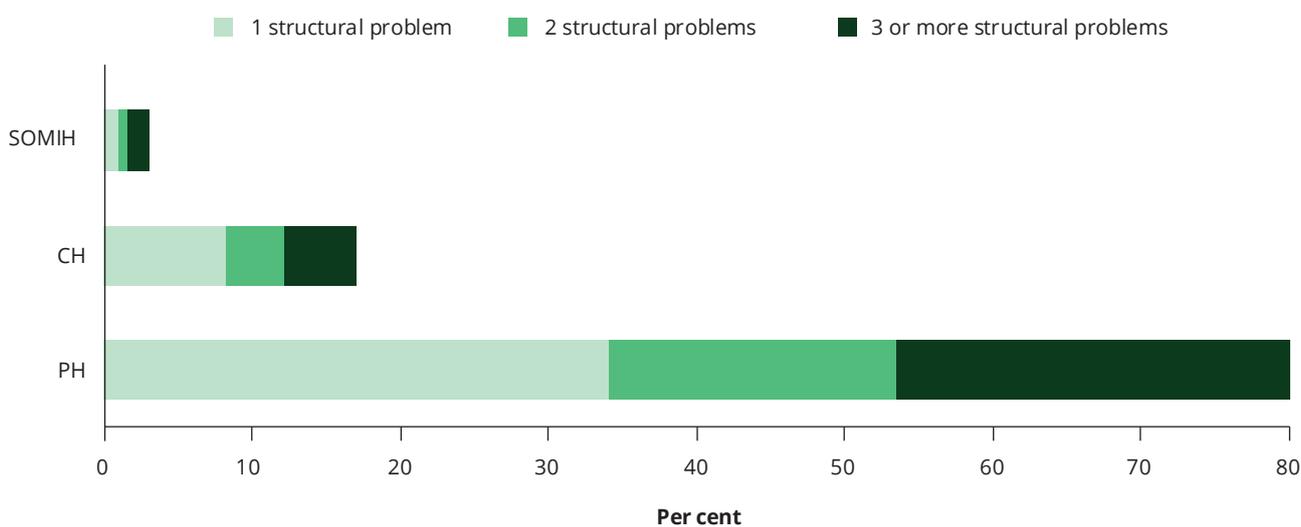


*Source:* NSHS 2018; Table S1.5.

*Note:* the three bars altogether sum to 100%

Access to working facilities—cooking facilities, a refrigerator, bath or shower, toilet, a washing machine, kitchen sink and laundry tub—is another important indicator of housing quality. Many of these facilities are the responsibility of social housing providers, while others may be the responsibility of tenants (perhaps the fridge and washing machine). The following findings do not differentiate between facilities of differing ownership or responsibility.

After accounting for the range of factors included in the regression model (Box 2.2), tenants living in dwellings that lacked 1 or more of the nominated facilities in working order (regardless of ownership or responsibility) were less likely to be satisfied than those who had all 7 facilities in working order (Figure 2.6).

**Figure 2.6: Predicted probability of satisfaction with housing services, after accounting for other factors, by access to working facilities (regression results), 2018**



*Notes*

1.  Reference group (with base case '7 working facilities') shown in grey.

2.  The predicted probability shown for 0–6 working facilities (green bars) is significantly different from that for 7 working facilities (grey bars).
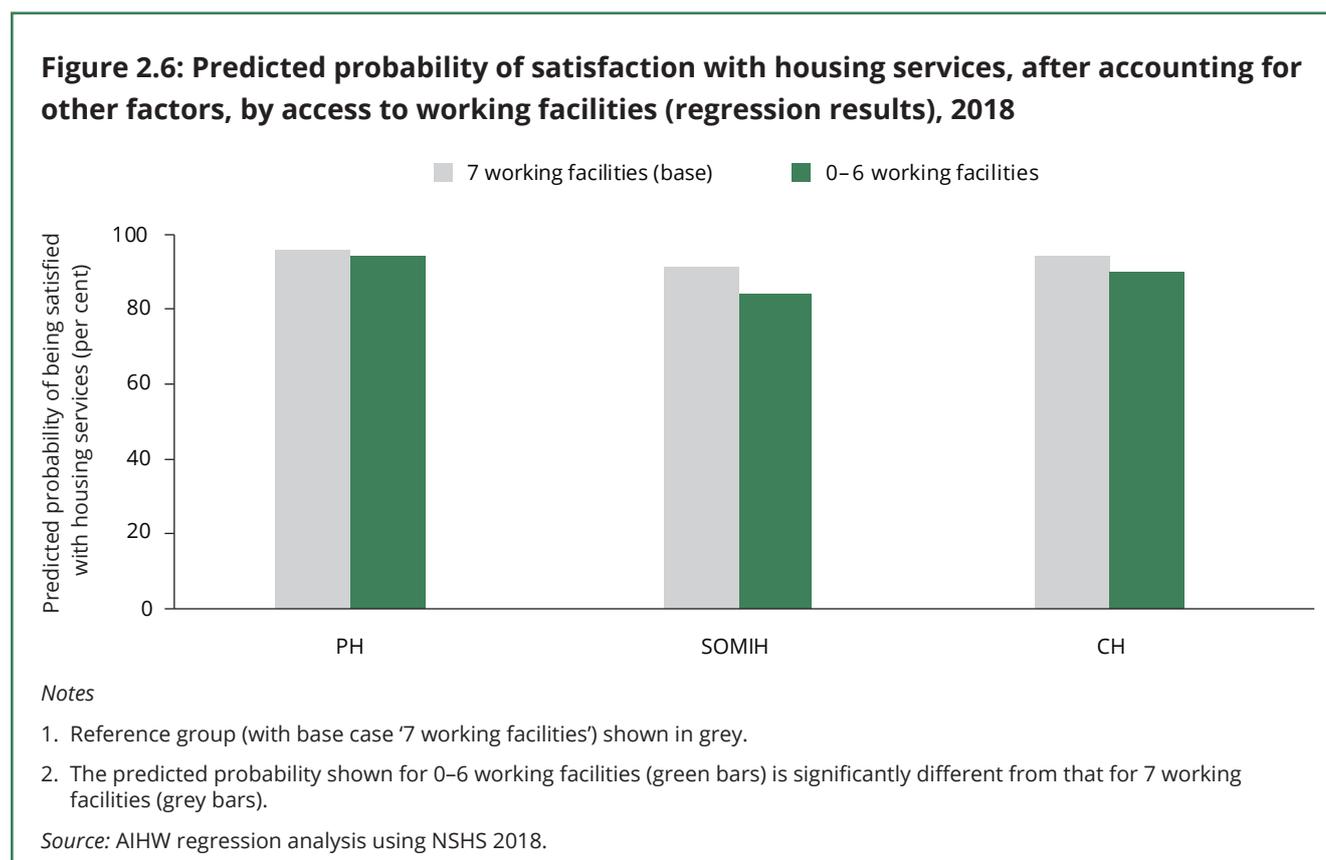
*Source:* AIHW regression analysis using NSHS 2018.

To put the regression results shown in Figure 2.6 in context, the proportion of tenants with all 7 working facilities ranged from 74% of PH and CH to 80% of SOMIH (Table S1.7). The experience of tenants living in dwellings lacking working facilities is illustrated by the following comments they made about their satisfaction with services:

*'The kitchen stove was not in a safe working condition and after 3 years this is still the case. I have to do all of my cooking either on a barbeque outside or on a small gas camping stove inside the house. It has cost me over $1,000 trying to purchase devices to try to make it easier to cook. Most of which do not assist to a satisfactory degree. Also when I moved in in 2015 the toilet cistern leaked inside the toilet meaning that the tank continually refills approximately every 15 to 30 minutes 24 hours a day which because the toilet is right next door to my bedroom it interrupts my sleep every night leaving me extremely tired.'*

CH tenant

*'I've waited for weeks for toilet plumbing to be fixed.'*

*'No matter what problems occur, they always take ages to do anything. Hot water system was having problems and rather than repair it quickly, the man told me to boil the jug for hot water for the bath etc. My shower nozzle broke, and I ended up buying one myself and having it fitted because I didn't want to have [to] wait for ages.'*

SOMIH tenants

## Overcrowding a factor in tenant satisfaction

**Box 2.3: Canadian National Occupancy Standard—the NSHS and administrative data**

'Dwelling utilisation' describes whether a dwelling is overcrowded (not enough separate bedrooms for all household members), has an adequate number of bedrooms for the household's requirements), or is underutilised (more bedrooms than needed).

The NSHS measure of dwelling utilisation is based on the Canadian National Occupancy Standard (CNOS), which stipulates the number of bedrooms that a household requires, based on the number, gender, age and relationships of people in the household (see Glossary).

The derivation of household bedroom requirements under this standard has been updated since the 2016 NSHS. Therefore, results presented here and in the supplementary tables are not comparable with results published previously.

Dwelling utilisation in social housing can also be examined using administrative data. These data have the advantage of near-complete coverage of the social housing population, whereas the NSHS is a sample survey, subject to sampling error. However, the value of the NSHS is the ability to relate the views and experiences of tenants to their circumstances at the time of the survey. For this reason, estimates of dwelling utilisation from the NSHS data are presented in this section.

Previous NSHS estimates for the prevalence of overcrowding among social housing tenants have been higher than those produced from administrative data (AIHW 2017; PC 2017). With the updated CNOS derivation, NSHS overcrowding estimates now align more closely with administrative data (PC 2019; Table S1.9).

SOMIH and CH tenants living in overcrowded dwellings were less likely to be satisfied with the services provided by their housing organisation than those whose dwelling was classed as 'adequate' according to the CNOS measure (see Box 2.3). However, dwelling utilisation was not significantly associated with tenant satisfaction in PH (Figure 2.7).

**Figure 2.7: Predicted probability of being satisfied with housing services, after accounting for other factors, by dwelling utilisation (regression results ), 2018**
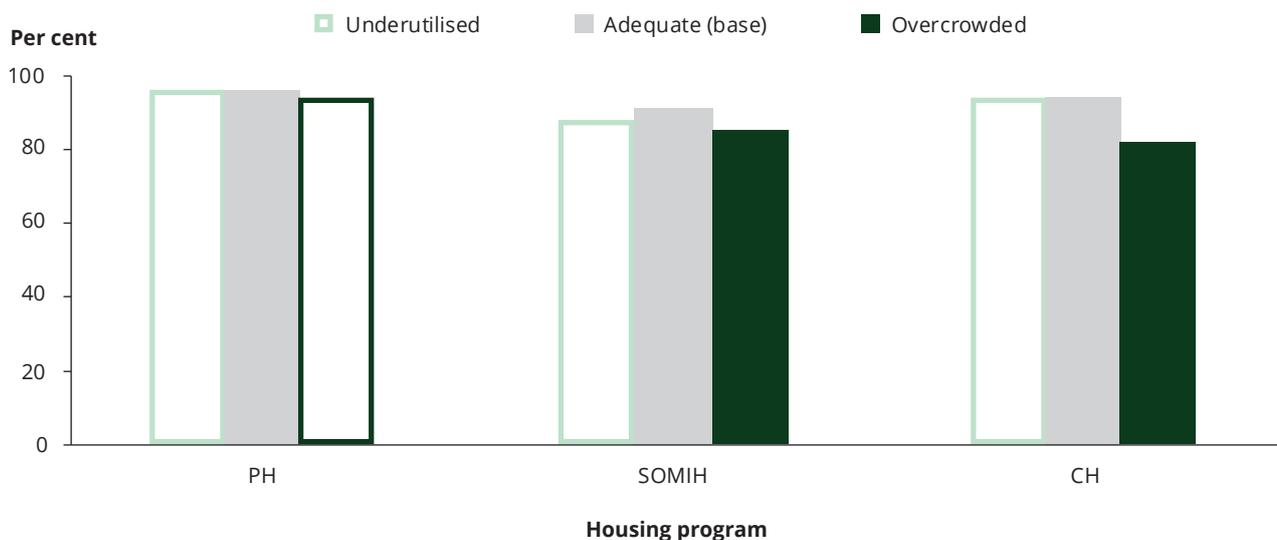


Notes

1. Reference group (with base case 'Adequate') shown in grey.
2. Columns with solid green (SOMIH and CH 'Overcrowded') are used to indicate results that are significantly different from the base case (keeping other factors constant).
3. Hollow columns are used to indicate results that are not significantly different from the reference group ('Underutilised' in all 3 programs, 'Overcrowded' in PH).

*Source:* AIHW regression analysis using NSHS 2018.

Some tenants used the survey to comment on their dissatisfaction with the size of their current home:

> *'Last year I applied for a 4 bedroom house and they still haven't got back to me. The house is too crowded and I sleep on the couch.'*
>
> SOMIH tenant
>
> *'I am currently on the waiting list for a bigger house as I am eligible for a 4Br. The waiting time is appalling.'*
>
> PH tenant

For context, 5% of all social housing households are overcrowded (Table S1.9). Three quarters of these are in PH, as it is the biggest program (Figure 2.8). Noting that it is a much smaller housing program, overcrowding was 3 times as common in SOMIH as in the other programs, with 14% classified as overcrowded, compared with 4–5% of households in PH and CH (Table S1.9).

**Figure 2.8: Social housing tenants, by dwelling utilisation, 2018**
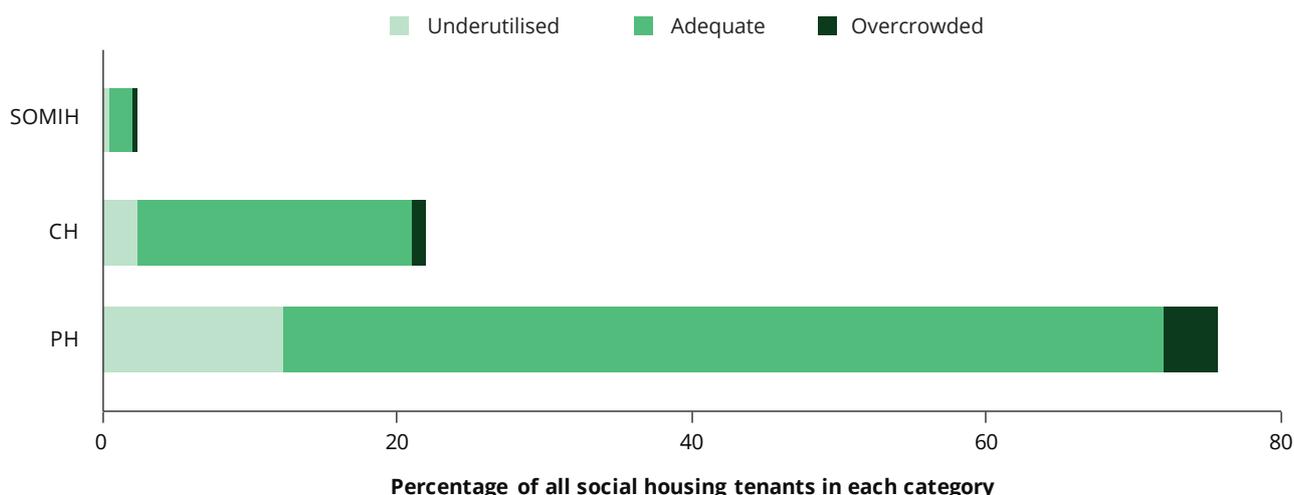


*Source:* NSHS 2018; Table S1.9.

One potential explanation for there being a (negative) relationship between overcrowding and tenant satisfaction in SOMIH, but not PH, is that the degree of overcrowding (that is, the number of extra bedrooms required) is greater in SOMIH (Table 2.3). Among SOMIH households who experience overcrowding, a larger proportion needed 2 or more extra bedrooms (30%), compared with PH (19%). The degree of overcrowding in CH is not higher than that in PH—it is not clear why overcrowding is such a strong factor in tenant satisfaction for CH, but not for PH.

**Table 2.3: Social housing tenants living in overcrowded dwellings, by number of extra bedrooms required, 2018 (%)**

| | | Housing program | | |
|---|---|---|---|---|
| **Number of extra bedrooms required** | **PH** | **SOMIH** | **CH** | **All** |
| 1 extra bedroom required | 81 | 70 | 87 | 82 |
| 2 or more extra bedrooms required | 19 | 30 | 13 | 18 |

*Note:* All social housing tenants excludes ICH tenants. See Box 2.3 for more information about overcrowding prevalence.
*Source:* NSHS 2018.

## Longer term PH/SOMIH tenants less likely to be satisfied

After accounting for the range of factors included in the regression model, there is a negative relationship between time in social housing and tenant satisfaction in PH and SOMIH, but not in CH. PH and SOMIH tenants who had lived in social housing for 16 or more years were less likely to be satisfied than those who were newer to social housing (up to 5 years) (Figure 2.9). This is after accounting for dwelling condition, household composition and the other factors (see Box 2.2).

**Figure 2.9: Predicted probability of being satisfied with housing services by time in social housing, after accounting for other factors—regression results, 2018**
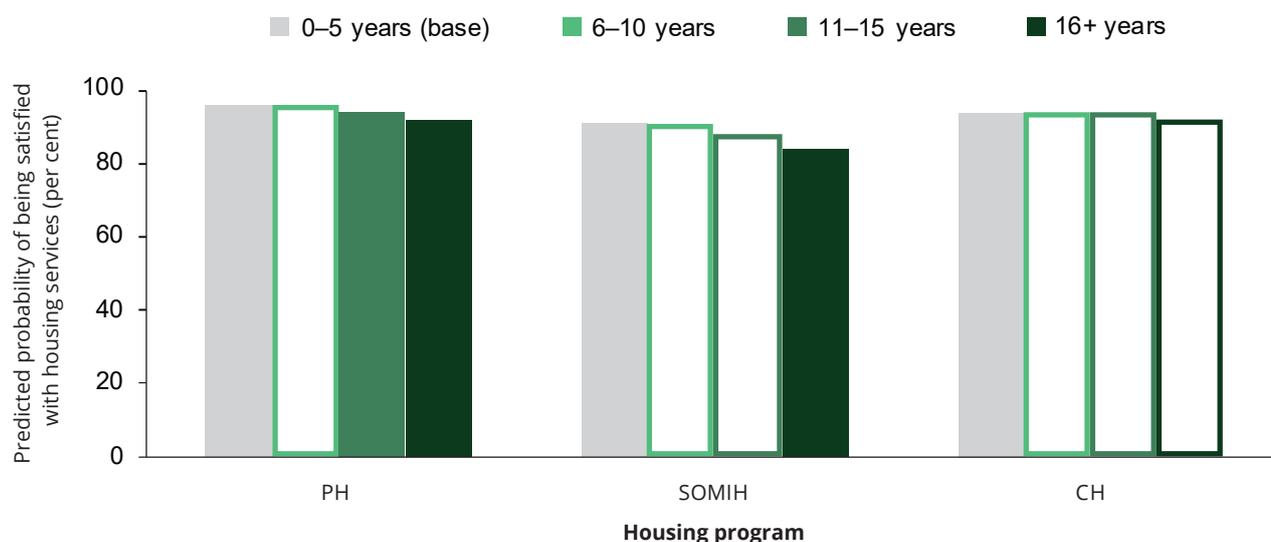


*Notes*

1. Reference group (base case is 0–5 years) shown in grey.

2. Columns with solid colours are used to indicate results that are significantly different from the reference group (keeping other factors constant). These are 11–15 years and 16+ years in PH, and 16+ years in SOMIH. Hollow columns are used for results that are not significantly different from the reference group.

*Source:* AIHW regression analysis using NSHS 2018.

Again, to put this into context, larger proportions of PH tenants (46%) and SOMIH tenants (55%) had lived in social housing for 16 years or more, compared with less than one-quarter of CH tenants (Table S1.11).

## What other factors are connected with tenant satisfaction?

Other factors are associated with tenant satisfaction besides time in social housing and dwelling condition/utilisation. The following are among other key findings from the regression analysis:

• The higher satisfaction rates apparent in CH (Table 2.1) are mostly explained by factors other than being in the CH program: once we account for all factors in the model, particularly dwelling condition, time in social housing and household composition, CH tenants were only a little more likely to be satisfied than comparable PH tenants. After accounting for other factors, SOMIH tenants were less likely to be satisfied than comparable PH or CH tenants.

• Social housing tenants in South Australia and the Australian Capital Territory are as likely to be satisfied as those in Queensland, but only after we account for factors like structural problems and time in social housing. New South Wales PH tenants—despite having the lowest observed satisfaction rate (Figure 2.1)—have similar levels of satisfaction to comparable tenants in Victoria, Western Australia, Tasmania and the Northern Territory. Again, this is only after we account for all the housing-related and demographic factors included in the model.

- After accounting for other factors, there is no significant relationship between state or territory and tenant satisfaction in SOMIH and CH.

- Among all social housing tenants Australia-wide, those living in *Inner regional* areas were more likely to be satisfied with their housing services than tenants in *Major cities*, after the regression model accounts for the other included factors.

See Appendix C for detailed information on these results. Other findings from the regression analysis relate to priority populations. These are described in the following section.

# Regression results shed light on priority populations

Table 2.4 shows the satisfaction rates for different priority populations. On the face of it, these suggest households with a member with disability are less likely to be satisfied than other households (for example, 59% versus 67% in SOMIH). Similarly, satisfaction for Indigenous PH households is lower (69%) than for other PH tenants (75%). Single-parent households across all 3 programs also seem less satisfied (70% versus 76%). These results beg the question: what accounts for the lower satisfaction levels in these populations? Does disability or Indigenous status account for differences in tenant satisfaction, or are hidden factors at play? When we use regression analysis, we can account for a number of factors at once—gaining a better understanding of what might explain the differences in satisfaction.

**Table 2.4: Social housing tenant satisfaction—priority populations, by housing program (%)**

| Housing program | Household disability status | | Household Indigenous status | | Household composition | |
|---|---|---|---|---|---|---|
| | Householder with disability | Other | Indigenous | Non- Indigenous | Single parent | Other |
| PH | 72 | 74 | (a)69 | 75 | #69 | 75 |
| SOMIH | 59 | 67 | 66 | n.p. | 64 | 68 |
| CH | #75 | 82 | 81 | 80 | 76 | 81 |
| All | 73 | 76 | #70 | 76 | #70 | 76 |

\#   Estimate for priority population (for example, Indigenous) is different from the estimate for the 'Other' population (for example, non Indigenous), 95% CI.

(a)  Result for PH Indigenous is different from that for Other PH at the 90% CI.

*Note:* All social housing tenants excludes ICH tenants. Priority population prevalence is described in Appendix B.

*Source:* NSHS 2018; tables S1.12, S1.13, S1.17.

## Disability status

When we use regression analysis, we see that household disability status does not explain the differences seen between these households and others, once we account for other factors in the regression model. Disability status was not a significant factor in the satisfaction of PH and SOMIH tenants (see Table C4). Rather, the differences are better explained by other factors: dwelling condition, time in social housing, and others. Once these (and other) factors have been accounted for, PH and SOMIH households with a person with disability have similar levels of satisfaction to comparable other households, where there is no member with disability. Further, after accounting for all factors in the model, CH tenants living in a household where there is a person with disability are more likely to be satisfied with their housing services than comparable other households.

## Indigenous status

Indigenous status is another important variable that appears to be connected to lower satisfaction for tenants (Table 2.4). However, once we account for the location and condition of Indigenous household dwellings, housing program and time in social housing (among other factors), there is no significant relationship between Indigenous status and satisfaction.

## Household composition

In contrast to the observed satisfaction rates (Table 2.4), in PH and CH, the regression results show that when we compare like with like by accounting for other factors in the model, being a single parent is not related to lower satisfaction. However, in SOMIH, being a single parent is a factor with a significant (negative) relationship to tenant satisfaction.

# Benefits of living in social housing



3

**Key findings from this chapter:**

- From 10 nominated benefits of living in social housing, the 3 gained most often were feeling more settled (95%), managing rent/money better (94%) and continuing to live in this area (91%).

- Nearly all SOMIH tenants gain 1 or more economic benefit from living in social housing (95%).

- A larger proportion of SOMIH tenants (77%) feel able to improve their job situation compared with PH tenants (66%) and CH tenants (65%).

## Tenants gain economic, health and social benefits

Broadly, social housing aims to support individual wellbeing and contribute to social and economic participation (PC 2018). The NSHS explores the delivery of these aims by asking tenants about the benefits they gain from social housing.

---

**Box 3.1: NSHS question about benefits of social housing**

Information about the benefits of living in social housing was obtained from responses to the following question:

**For you, what are the benefits of living in social housing?**

Survey respondents were asked to select 'Yes, it is a benefit', 'No, it is not a benefit' or 'Not applicable' from a list of nominated benefits. Not applicable responses were excluded from the analysis. The estimates presented in this chapter are the proportion of tenants who agree the nominated item is a benefit of living in social housing (after excluding those who answered 'Not applicable').

---

Tenants typically gain multiple benefits from living in social housing. This chapter groups the specific benefits surveyed into 3 broader categories: economic, health and social (Figure 3.1); it then describes results relating to specific benefits nominated in the questionnaire. The broad classification of benefits is supported by the literature (NSW FACS 2016). Some of the benefits could arguably fit under more than 1 category. For example, better access to public transport may provide economic benefits by reducing expenses associated with vehicle ownership, but also provide opportunities for increased social participation.

---

*'I feel it gives financial, social, and emotional security.'*

PH tenant

---

Nearly all SOMIH tenants gain 1 or more economic benefit from living in social housing (95%) (Figure 3.2). Social benefits are less common, but still widely gained: 4 out of 5 CH and PH tenants gain social benefits (around 80%). Across all programs, the majority of tenants gained combined benefits, such as economic and health (81%), economic and social (77%) and health and social benefits (75%) (Table S5.9). SOMIH tenants were most likely to report all 3 benefit types—economic, social and health (90%), higher than for PH (74%) and CH (72%) tenants.

*'Good interaction with some neighbours but not all. Benefits me financially. Close to public transport, stores and other services.'*

SOMIH tenant

**Figure 3.1: Benefits of living in social housing, by broad category**

**Reported benefits**

**Economic**
- able to manage rent/money better
- able to improve job situation
- able to start or continue education/training
- have better access to public transport and services

**Health**
-enjoy better health
-feel more settled
-feel more able to cope with life events

**Social**
- feel part of local community
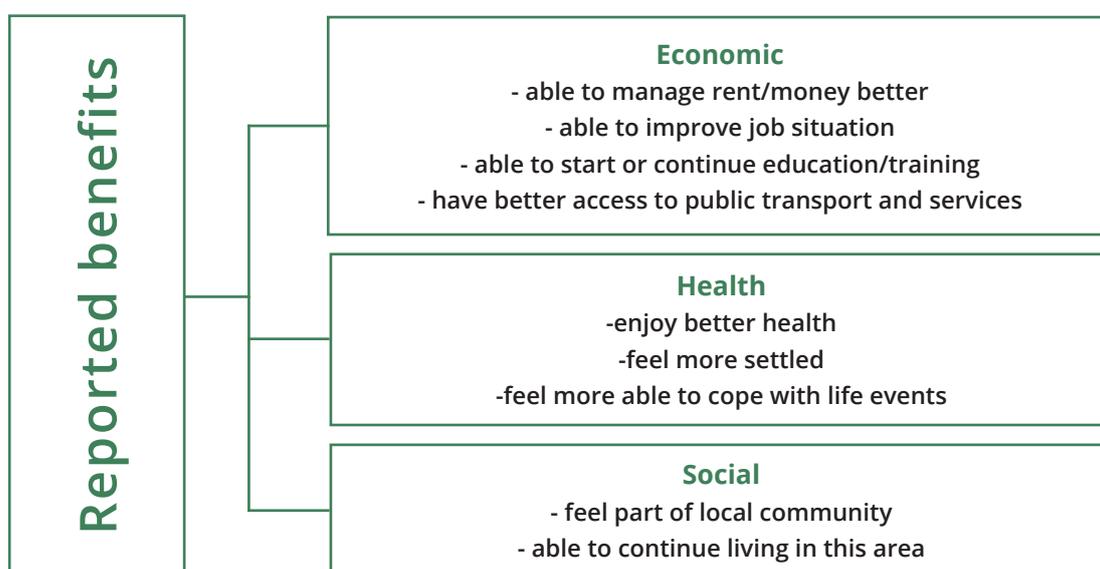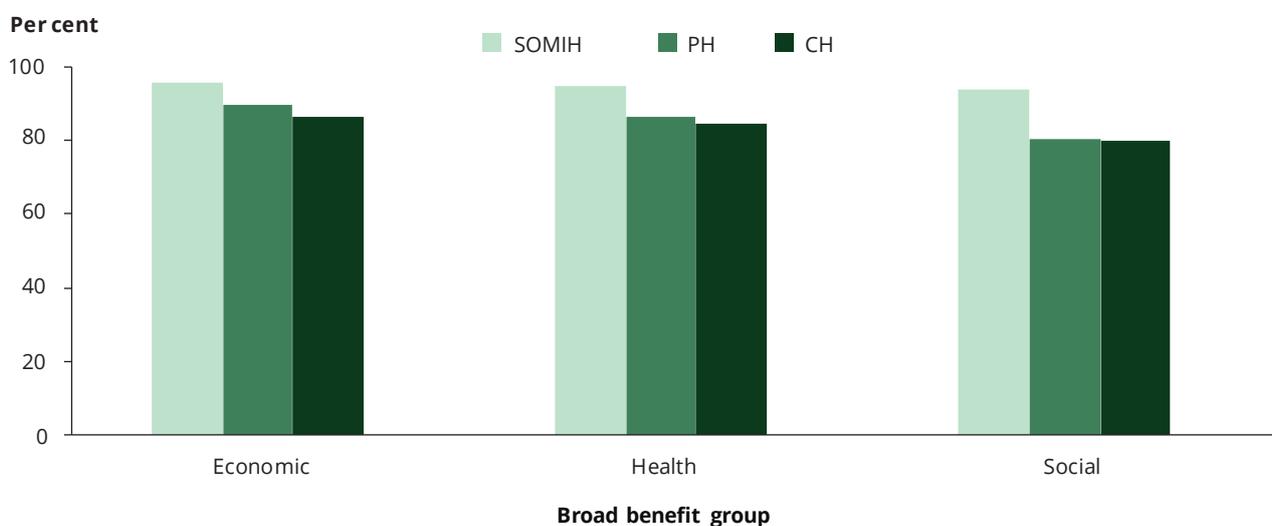- able to continue living in this area

**Figure 3.2: Social housing tenants, by benefits gained and housing program, 2018**



*Source:* NSHS 2018; Table S2.1.

# Tenants feel settled and can manage their rent

The most common benefits for tenants are feeling more settled (95%), being able to manage rent/ money better (94%) and being able to continue living in this area (91%) (Table S2.2). The benefit gained least was feeling more able to improve job situation (67%).

> *'I feel generally more settled and confident because I know when my income goes down my rent will go down.'*
>
> *'Feel safe and financially easier to manage with rent being affordable, quite happy living here.'*
>
> CH tenants

The proportion of SOMIH tenants who gain specific benefits is similar to or higher than that for other tenants, except for having better access to public transport (Figure 3.3). Significant differences for SOMIH tenants are as follows: they are more likely to report that they enjoy better health (86%, compared with 81–82% of PH and CH tenants), they feel more able to cope with life events (92%, compared with 85% of CH tenants and 88% of PH tenants) and to start or continue education/ training (85%, compared with 70% of CH and PH tenants). Also, a larger proportion of SOMIH tenants (77%) feel able to improve their job situation compared with PH tenants (66%) and CH tenants (65%).

> *'More opportunities in social housing such as scholarships and employment opportunities.'*
>
> SOMIH tenant

**Figure 3.3: Social housing tenants, by specific benefits and housing program, 2018**
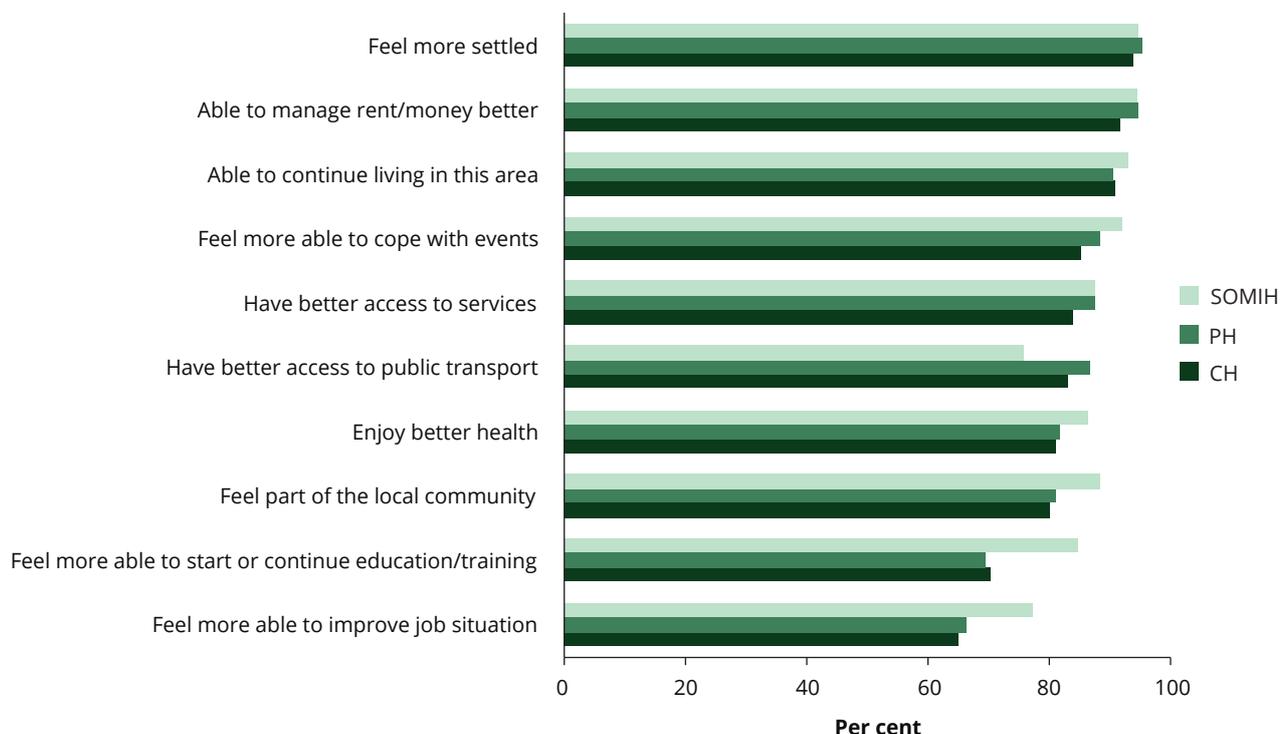


*Source:* NSHS 2018; Table S2.2.

## Tenants in remote areas feel part of the community

> *'[I can] be part of the community.'*
>
> *'One bus per day—no return same day.'*
>
> Remote PH tenants

More tenants living in remote areas report feeling part of the local community (86%) than social tenants overall (81%), and feel more able to start or continue education/training (77%) than tenants overall (70%) (Figure 3.4). Tenants living in remote areas are less likely to identify feeling more able to improve their job situation or having better access to public transport as benefits of living in social housing (Table S2.2).

**Figure 3.4: Social housing tenants, by selected benefits and remoteness, 2018**
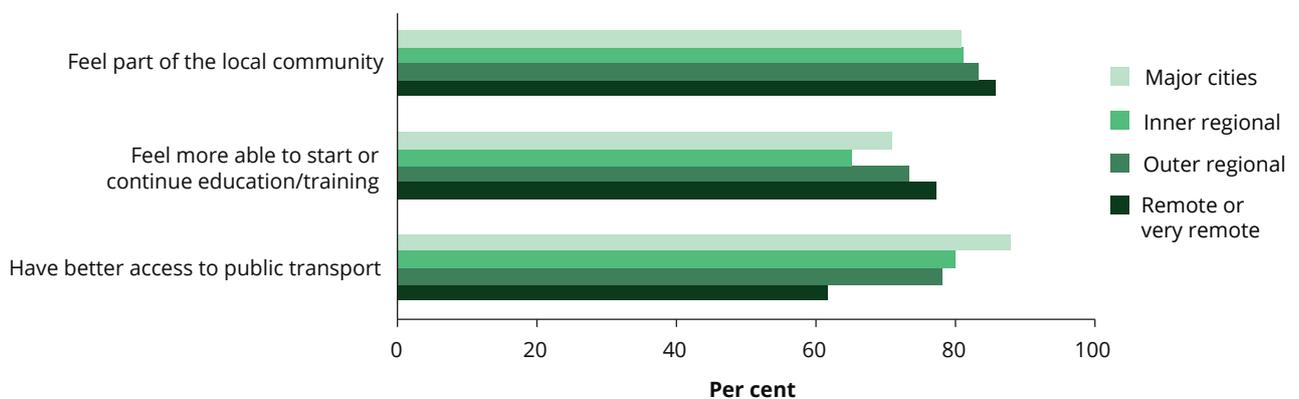


*Source:* NSHS 2018; Table S2.2.

# Satisfaction with amenities
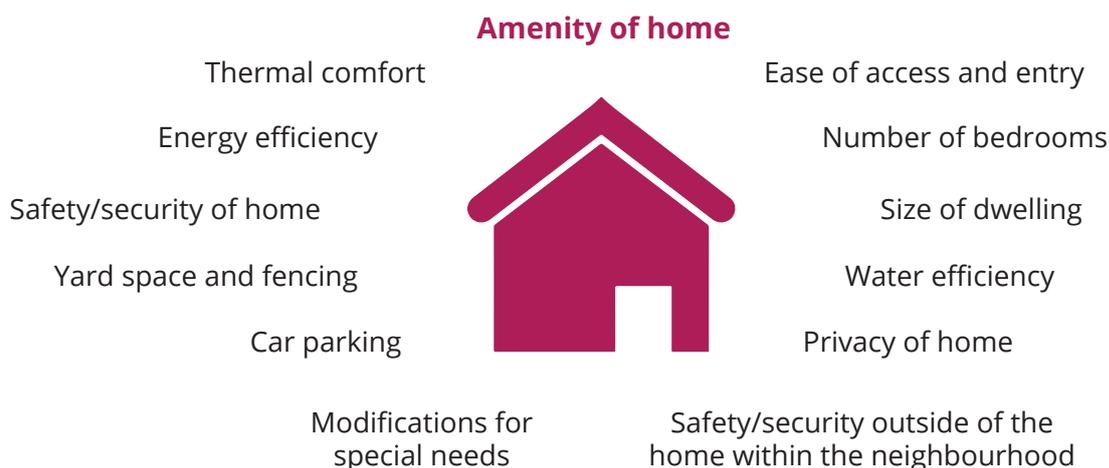
4

**Key findings from this chapter:**

- When asked to identify which amenities meet their needs (of those they rated as important for their household), tenants most commonly said that the ease of access and entry, number of bedrooms, size of dwelling and privacy of home met their needs (all higher than 85%).

- A lower proportion of social housing tenants have their need for thermal comfort (home comfortable in the heat or cold) met by their current home (62%)—this was particularly low among Indigenous households (59%) and households with children (53%).

- 81% of tenants in Indigenous households said their home met their needs for number of bedrooms, lower than in other households (88%); similarly, 79% of Indigenous households said that the size of dwelling met their needs, compared with 87% of other households.

---

**Box 4.1: NSHS question about whether amenities meet tenants' needs**

Information about whether features of a tenant's home meet their needs was obtained from responses to the following question:

**Please indicate whether the following features of your home are <u>important or not important to your household</u>. THEN please indicate if these features <u>currently meet the needs</u> of your household or not.**

Respondents were asked to respond for a list of amenities illustrated below.

**Amenity of home**

Thermal comfort        Ease of access and entry

Energy efficiency        Number of bedrooms

Safety/security of home        Size of dwelling

Yard space and fencing        Water efficiency

Car parking        Privacy of home

Modifications for special needs        Safety/security outside of the home within the neighbourhood

# Safety and security most important to tenants

Of the nominated amenities, tenants most commonly reported safety and security of the home as being important to their household (97% in PH and CH, 99% in SOMIH; tables S3.1–3.3). SOMIH tenants were generally more likely to report amenities as being important to the household than PH and CH tenants.

---

**Amenities most important to social housing tenants**

| PH | SOMIH | CH |
|---|---|---|
| Safety/security of home **(97%)** | Safety/security of home **(99%)** | Safety/security of home **(97%)** |
| Energy efficiency **(96%)** | Thermal comfort **(98%)** | Energy efficiency **(95%)** |
| Privacy of home **(95%)** | Privacy of home **(98%)** | Thermal comfort **(95%)** |

---

# Tenants' amenity needs are well met

Across programs, jurisdictions and amenity aspects, with some exceptions, a majority of tenants who rate individual amenities as important reported that their current home meets their needs in that regard. Program and jurisdiction results are as follows.

## Public housing

For all but 1 of the nominated amenities, the homes of PH tenants met their needs in more than 75% of cases (Table 4.1). For many amenities, PH tenants in Queensland and Tasmania more commonly indicated their needs were met (numbers in green), compared with those elsewhere in Australia. For 5 of the nominated amenities, PH tenants in New South Wales less commonly had their needs met, compared with those living elsewhere in Australia (numbers in orange). Tenants' needs for energy efficiency and thermal comfort (home comfort in the heat and cold) were met less often in SA and the ACT, compared to households elsewhere in Australia.

## SOMIH

Similar to the patterns among PH tenants, SOMIH tenants in Queensland and Tasmania more commonly reported that a range of amenities met their needs, compared with SOMIH tenants in the other states (Table 4.2).

**Table 4.1: PH tenants—needs for amenity met, as a proportion of those rating each amenity as important, by state and territory (%)**

| Amenity | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Australia |
|---|---|---|---|---|---|---|---|---|---|
| Ease of access and entry | 87 | 90 | 93 | 92 | 90 | 93 | 89 | 92 | 90 |
| Number of bedrooms | 87 | 84 | 91 | 84 | 87 | 88 | 87 | 89 | 87 |
| Size of dwelling | 86 | 85 | 88 | 84 | 84 | 88 | 86 | 89 | 86 |
| Water efficiency | 83 | 88 | 91 | 85 | 81 | 89 | 86 | 88 | 86 |
| Privacy of home | 86 | 85 | 86 | 86 | 82 | 84 | 85 | 82 | 85 |
| Car parking | 80 | 84 | 83 | 87 | 91 | 91 | 86 | 87 | 84 |
| Yard space and fencing | 82 | 83 | 88 | 84 | 86 | 84 | 76 | 84 | 84 |
| Safety/security of home | 79 | 83 | 92 | 82 | 80 | 86 | 81 | 81 | 82 |
| Modifications for special needs | 72 | 80 | 87 | 82 | 83 | 82 | 78 | 80 | 79 |
| Safety/security outside of the home within the neighbourhood | 77 | 77 | 84 | 78 | 80 | 83 | 76 | 74 | 79 |
| Energy efficiency | 77 | 75 | 79 | 80 | 62 | 83 | 67 | 82 | 76 |
| Thermal comfort | 60 | 61 | 66 | 67 | 55 | 70 | 56 | 72 | 62 |

*Notes*

1. Amenities in table ranked in descending order based on result for Australia.

2. Number in orange indicates that the result is significantly lower than for the rest of Australia. Number in green indicates that the result is significantly higher than for the rest of Australia.

*Source:* NSHS 2018; Table S3.4.

**Table 4.2: SOMIH tenants—needs for amenity met, as a proportion of those rating each amenity as important, by state and territory (%)**

| Amenity | NSW | Qld | SA | Tas[a] | Australia |
|---|---|---|---|---|---|
| Ease of access and entry | 92 | 91 | 94 | 89 | 92 |
| Water efficiency | 87 | 93 | 82 | 82 | 88 |
| Car parking | 86 | 87 | 92 | 100 | 87 |
| Privacy of home | 84 | 87 | 83 | 85 | 85 |
| Number of bedrooms | 82 | 84 | 85 | 94 | 83 |
| Size of dwelling | 80 | 83 | 87 | 94 | 82 |
| Safety/security of home | 77 | 90 | 74 | 86 | 81 |
| Safety/security outside of the home within the neighbourhood | 77 | 86 | 81 | 88 | 81 |
| Energy efficiency | 77 | 82 | 67 | 78 | 78 |
| Yard space and fencing | 71 | 78 | 83 | 88 | 75 |
| Modifications for special needs | 62 | 74 | 73 | 84 | 68 |
| Thermal comfort | 56 | 71 | 63 | 64 | 63 |

(a) The sample for SOMIH Tasmania was 66; estimates should be interpreted with caution.

*Notes*

1. Amenities in table ranked in descending order based on result for Australia.

2. Number in orange indicates that the result is significantly lower than for the rest of Australia. Number in green indicates that the result is significantly higher than for the rest of Australia.

*Source:* NSHS 2018; Table S3.5.

## Community housing

CH tenants less commonly reported specific amenities as being important to their household, compared with PH and SOMIH tenants, but more commonly reported that their needs were met (Table S3.3). Higher proportions of CH tenants in Western Australia and South Australia reported their needs were met for a range of amenities, compared with those living elsewhere in Australia (green numbers (Table 4.3).

**Table 4.3: CH tenants—needs for amenity met, as a proportion of those rating each amenity as important, by state and territory (%)**

| Amenity | NSW | Vic | Qld | WA | SA | Tas | ACT | Australia |
|---|---|---|---|---|---|---|---|---|
| Ease of access and entry | 90 | 92 | 91 | 94 | 93 | 90 | 93 | 91 |
| Number of bedrooms | 89 | 85 | 87 | 89 | 94 | 86 | 90 | 89 |
| Water efficiency | 89 | 88 | 90 | 89 | 87 | 83 | 87 | 88 |
| Size of dwelling | 87 | 82 | 87 | 89 | 91 | 86 | 83 | 87 |
| Safety/security of home | 87 | 84 | 87 | 88 | 86 | 83 | 81 | 86 |
| Privacy of home | 86 | 82 | 86 | 90 | 89 | 83 | 85 | 86 |
| Car parking | 84 | 81 | 78 | 87 | 91 | 89 | 85 | 84 |
| Yard space and fencing | 84 | 78 | 87 | 88 | 89 | 78 | 79 | 84 |
| Safety/security outside of the home within the neighbourhood | 82 | 81 | 81 | 83 | 84 | 78 | 81 | 82 |
| Modifications for special needs | 80 | 77 | 86 | 86 | 80 | 72 | 75 | 80 |
| Energy efficiency | 82 | 79 | 82 | 82 | 75 | 76 | 82 | 80 |
| Thermal comfort | 65 | 68 | 71 | 76 | 66 | 72 | 78 | 68 |

*Notes*

1. Amenities in table ranked in descending order based on result for Australia.

2. Number in orange indicates that the result is significantly lower than for the rest of Australia. Number in green indicates that the result is significantly higher than for the rest of Australia.

*Source:* NSHS 2018; Table S3.6.

# Are housing amenities meeting the needs of priority groups?

Priority population tenants can have different needs with regard to the amenity of their home. The following sections compare the degree to which the amenity needs of selected priority populations are met by social housing, and compares the results to households who are not in that priority group.

## Greater need for bigger homes among Indigenous households

Social housing tenants living in Indigenous households more commonly rated number of bedrooms (90%) and size of dwelling (85%) as important, compared with other tenants (84% and 81%, respectively) (Table S3.7). Looking at just those households rating each amenity as important, the proportion of Indigenous households whose needs for bedrooms (78%) and dwelling size (77%) were met was lower than for non Indigenous households (88% and 87%, respectively) (Figure 4.1).

**Figure 4.1: Social housing tenants in Indigenous households—amenity needs met, as a proportion of those rating each as important**
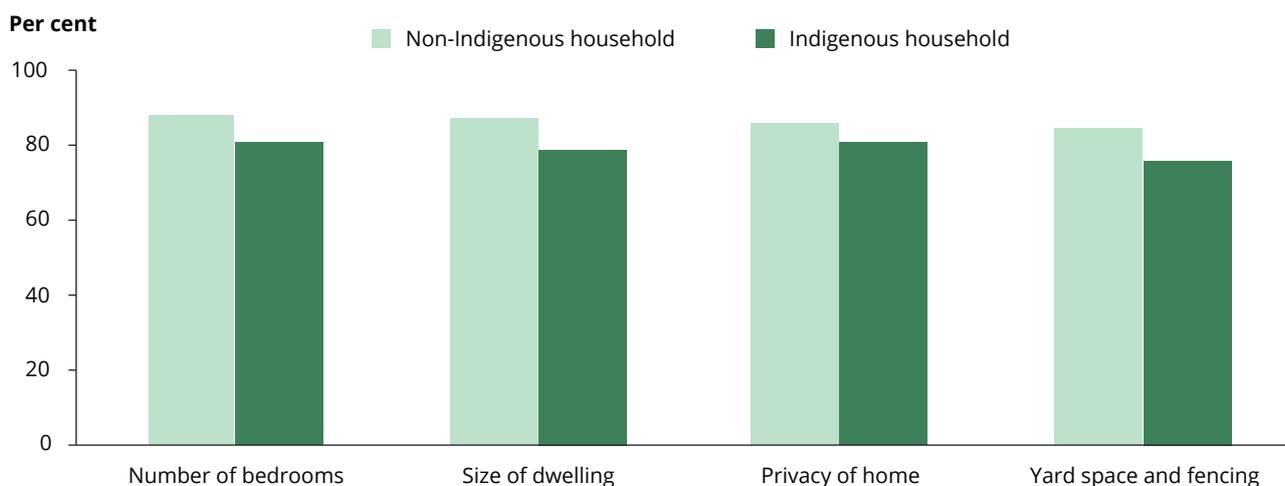


*Note:* Amenities shown are those where there was a significant difference between the results for those in Indigenous households and other households. Amenities not shown are modifications for special needs, ease of access and entry, car parking, safety/security of home/neighbourhood, energy/water efficiency and thermal comfort.

*Source:* NSHS 2018; Table S3.8.

## Access and special modifications issues for disability households

Among households where there was a person with disability, a smaller proportion reported that modifications for special needs (73% versus 83% in other households) and ease of access and entry (85% versus 93%) met their needs (Table S3.9), despite more commonly rating these as important (Table S3.7).

Compared with others, households where there was a person with disability less commonly reported that their needs for safety and security were met, whether in the home (79% versus 85%) or within the neighbourhood (73% versus 81%) (Table S3.9). These households were also less likely to say that their home met their needs for thermal comfort (in the heat or cold) (57% versus 65%).

## Greater unmet amenity needs for the recently homeless

Among tenants who had experienced homelessness in the last 5 years, a smaller proportion reported that their needs were met across most amenities, such as safety and security (of the home or within the neighbourhood), size of dwelling and privacy of the home, compared with other tenants (Figure 4.2).

**Figure 4.2: Social housing tenants who were previously homeless—amenity needs met, as a proportion of those rating them as important**
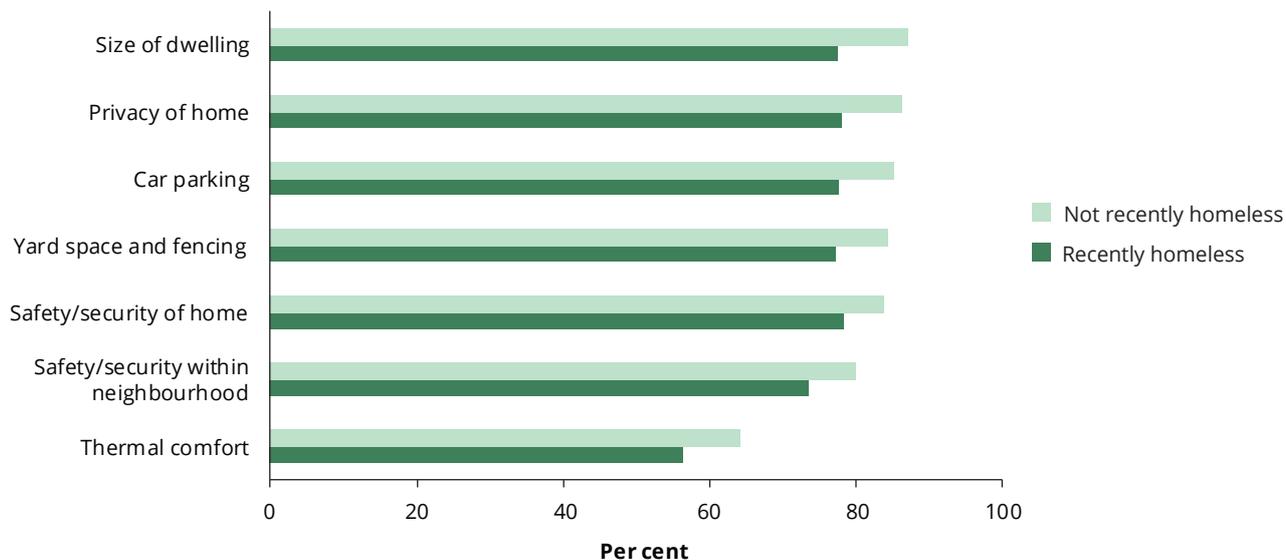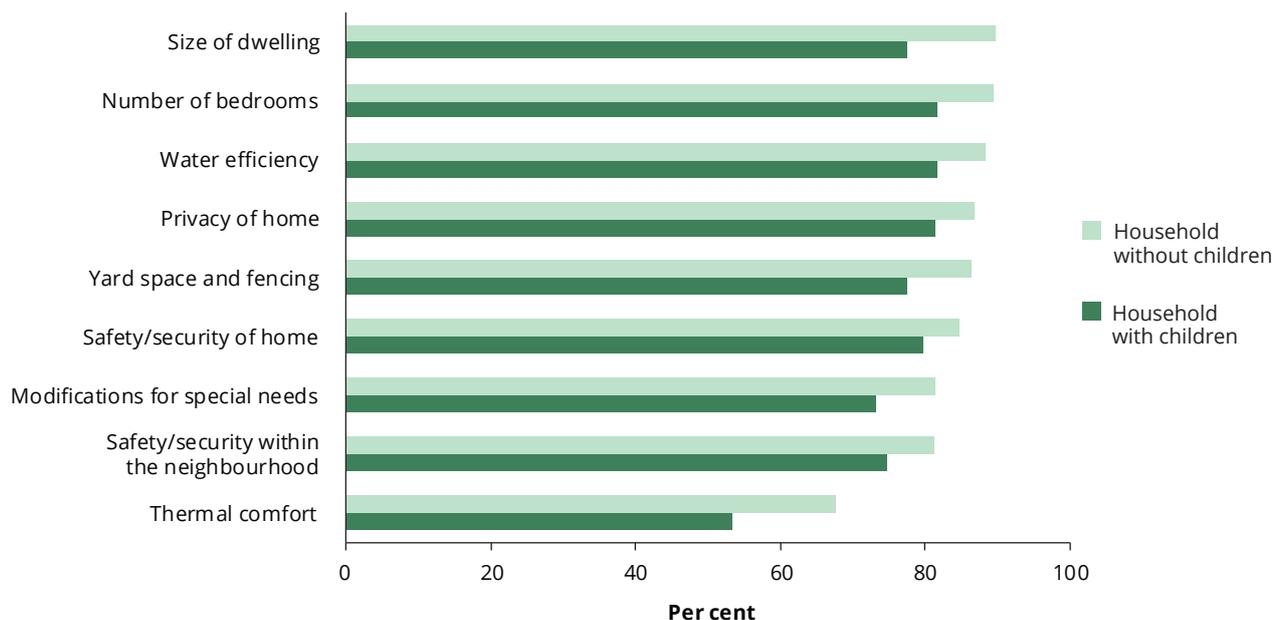


*Note:* Amenities shown are those where there was a significant difference between the results for those who had recently experienced homelessness and other households. Amenities not shown are number of bedrooms, modifications for special needs, ease of access and entry, energy efficiency and water efficiency.

*Source:* NSHS 2018; Table S3.10.

## Greater unmet need for amenity in households with children

Tenants living in households with children less commonly reported that their needs were met across most of the listed amenities, compared with those living in households without children (Figure 4.3).

**Figure 4.3: Social housing tenants with and without children in the household—amenity needs met, as a proportion of those rating them as important**



*Note:* Amenities shown are those where there was a significant difference between the results for tenants living households with children and tenants living in households without children. Amenities not shown are ease of access and entry, and car parking.

*Source:* NSHS 2018; Table S3.11.

# Satisfaction with location



5

# Did the location of a tenant's home meet their needs?

**Box 5.1: NSHS question about whether location of home meets tenants' needs**

Information about whether the location of a tenant's home meets their needs was obtained from responses to the following question:

**Please indicate if it is <u>important or not</u> for your household to have <u>access to the following</u> facilities or services. THEN please indicate if the <u>location of your current home</u> meets the needs of your household or not.**

Respondents were asked to respond for a list of facilities and services (shown in Table 5.1).

## Most public housing tenants are satisfied with the location of their home

A high proportion of PH tenants reported that the location of their home met their needs (Table 5.1). This holds true across a wide range of location aspects (from proximity to shops and banking to proximity to family and friends), and generally across the states and territories. This contrasts with tenants' views on the amenity of their home, where reported satisfaction was more varied, and often lower (Table 4.1).

Of the various location aspects, PH tenants most commonly reported proximity to emergency services, medical services and hospitals as important to the household (94%), and over 90% of tenants in every state and territory reported that the location of their home met their needs for access to these services (Table S4.1).

Compared with those elsewhere in Australia, a higher proportion of PH tenants in Queensland reported that the location of their home met their needs, in particular regarding access to emergency services, medical services and hospitals and employment or place of work (Table 5.1).

**Table 5.1: PH tenants—location of home meets need for access to facilities or services, as a proportion of those rating them as important, by state and territory**

| Proximity to | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Australia |
|---|---|---|---|---|---|---|---|---|---|
| Emergency services, medical services and hospitals | 93 | 93 | **96** | 92 | 94 | 92 | 92 | 92 | **93** |
| Shops and banking | 92 | 92 | 95 | 94 | 94 | 94 | **95** | 93 | **93** |
| Parks and recreational facilities | 92 | 92 | 94 | 94 | 93 | 94 | 93 | 92 | **93** |
| Public transport | 91 | 93 | 92 | 90 | 92 | 92 | **95** | 92 | **92** |
| Education/training facilities | 92 | 87 | 90 | 90 | 94 | 87 | 91 | 91 | **90** |
| Family and friends | 90 | 89 | **92** | 87 | 90 | **93** | 88 | **93** | **90** |
| Child care facilities | 89 | 89 | 93 | 88 | 91 | 86 | **81** | 91 | **90** |
| Community and support services | 88 | 89 | 91 | 90 | 87 | 92 | 89 | 92 | **89** |
| Employment or place of work | 89 | **83** | **91** | 87 | 88 | 86 | 83 | 89 | **87** |

*Notes*

1. Location aspects in table ranked in descending order based on result for Australia.

2. Number in orange indicates that the result is significantly lower than for the rest of Australia. Number in green indicates that the result is significantly higher than for the rest of Australia.

*Source:* NSHS 2018; Table S4.2.

At the national level, from 2014 to 2018, the proportion of PH tenants who reported that the location of their home met their needs for access to employment or place of work increased from 83% to 87%, driven by an increase in New South Wales (84% to 89%) (Table S4.2). With this exception, there was little change over this period in the proportions of PH tenants reporting that aspects of their home's location met their needs.

## SOMIH tenants are also satisfied with the location of their home

Like tenants in other housing programs, SOMIH tenants most commonly reported that, of the location aspects listed, being close to emergency services, medical services and hospitals was important to the household (97%) (Table S4.3).

Compared with SOMIH tenants living elsewhere, those in South Australia more commonly reported that the location of their home met their needs for access to employment or their place of work, public transport and parks and recreational facilities (green numbers in Table 5.2). Those in New South Wales and Tasmania more commonly reported that the location of their home met their needs for access to public transport.

**Table 5.2: SOMIH tenants—dwelling location met needs for access to facilities or services, as a proportion of those rating them as important, by state and territory, 2018**

| Proximity to | NSW | Qld | SA | Tas[(a)] | Australia |
|---|---|---|---|---|---|
| Emergency services, medical services and hospitals | 95 | 94 | 93 | 98 | **95** |
| Community and support services | 94 | 95 | 92 | 94 | **94** |
| Family and friends | 94 | 94 | 92 | 93 | **94** |
| Education/training facilities | 94 | 92 | 94 | 97 | **93** |
| Shops and banking | 92 | 94 | 94 | 96 | **93** |
| Child care facilities | 95 | 85 | 95 | 100 | **93** |
| Parks and recreational facilities | 86 | 92 | 96 | 95 | **89** |
| Public transport | 94 | 77 | 94 | 100 | **88** |
| Employment/place of work | 89 | 82 | 93 | 90 | **87** |

(a) The sample for SOMIH Tasmania was only 66; estimates should be interpreted with caution.

*Notes*

1. Location aspects in table ranked in descending order based on result for Australia.

2. Number in orange indicates that the result is significantly lower than for the rest of Australia. Number in green indicates that the result is significantly higher than for the rest of Australia.

*Source:* NSHS 2018; Table S4.4.

## Community housing tenants Australia-wide are satisfied with home location

Across the sampled states and territories, CH tenants had generally high rates of satisfaction with the location of their home (Table 5.3). There was, overall, little variation among the states and territories. However, compared with CH tenants living elsewhere in Australia, those in South Australia more commonly reported that the location of their home met their needs for access to emergency services, medical services and hospital; shops and banking; and employment or place of work—while those in the Australian Capital Territory more commonly reported that their home's location met their need for access to education/training facilities (green numbers, Table 5.3).

**Table 5.3: CH tenants—dwelling location met needs for access to facilities or services, as a proportion of those rating them as important, by state and territory (%)**

| Proximity to | NSW | Vic | Qld | WA | SA | Tas | ACT | Australia |
|---|---|---|---|---|---|---|---|---|
| Emergency services, medical services and hospitals | 91 | 92 | 93 | 93 | 95 | 90 | 94 | 92 |
| Parks and recreational facilities | 93 | 91 | 91 | 93 | 93 | 84 | 90 | 92 |
| Shops and banking | 90 | 92 | 92 | 93 | 94 | 90 | 94 | 91 |
| Public transport | 91 | 91 | 89 | 89 | 91 | 90 | 87 | 90 |
| Education/training facilities | 90 | 86 | 85 | 86 | 92 | 88 | 96 | 88 |
| Community and support services | 86 | 87 | 88 | 90 | 90 | 90 | 90 | 88 |
| Family and friends | 89 | 86 | 85 | 88 | 90 | 89 | 89 | 88 |
| Child care facilities | 86 | 86 | 92 | 92 | 92 | 81 | 95 | 87 |
| Employment or place of work | 83 | 87 | 86 | 82 | 89 | 81 | 91 | 85 |

*Notes*

1. Location aspects in table ranked in descending order based on result for Australia.

2. Number in orange indicates that the result is significantly lower than for the rest of Australia. Number in green indicates that the result is significantly higher than for the rest of Australia.

*Source:* NSHS 2018; Table S4.6.

The aspect of location most important to CH households was proximity to emergency services, medical services and hospitals (92%) (Table S4.5). The range for the other aspects was 23% (proximity to child care) to 90% (shops and banking).

# Home location and priority groups

There are some important differences between the needs of priority populations and other households. Priority populations can differ by what is important to them in the location of their home, and whether their current home meets their needs.

## A higher proportion of Indigenous households rate access to childcare, education and employment as important

Social housing tenants living in Indigenous households more commonly rated access to a range of services and facilities as important, compared with tenants living in other households (Table S4.7). In particular, home location with respect to education, employment and child care were rated as important by a higher proportion of Indigenous households (60%, 56% and 35%, respectively), compared with non-Indigenous households (37%, 40% and 21%, respectively). However, this greater need is being met in social housing irrespective of household Indigenous status: of those who rated access to each service or facility as important, the proportion reporting that the location of their dwelling met their needs for access did not differ significantly by Indigenous status (Table S4.8).

## Access to services and facilities is an issue for households with a person with disability

Compared with those in other households, tenants living in a household with a person with disability less commonly reported that the location of their dwelling met their needs for access to many of the nominated services and facilities (Figure 5.1; Table S4.9). In particular, compared with those in other households, a smaller proportion of tenants living in households with a person with disability reported that their dwelling met their needs for access to community and support services (83%, compared with 92% in other households).

**Figure 5.1: Social housing tenants in households with a person with disability—location of home met needs for access to various services and facilities, as a proportion of those rating them as important, 2018**
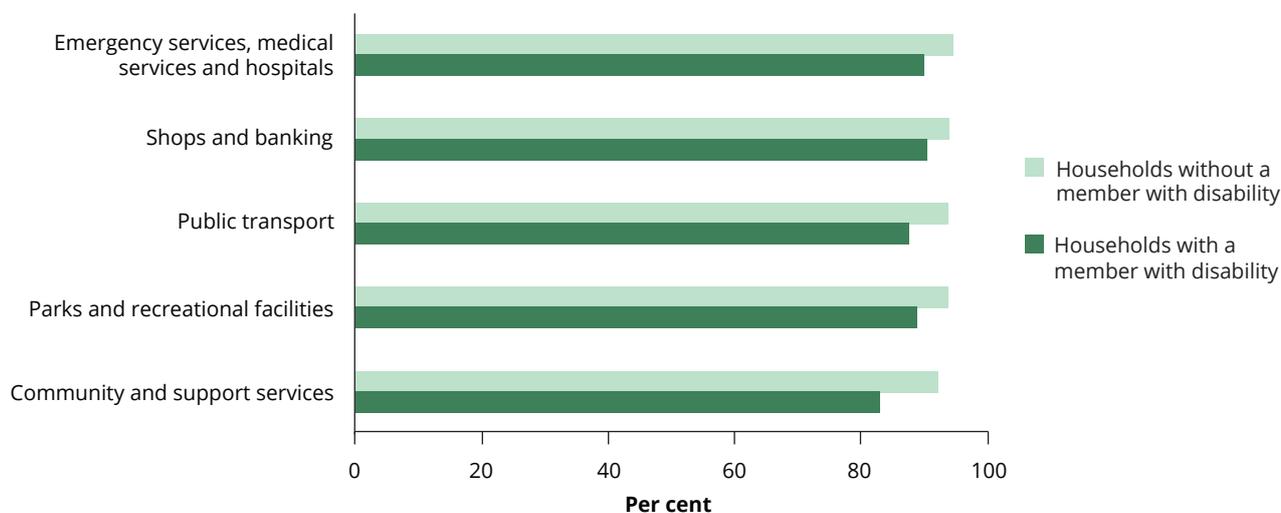


*Note:* Services and facilities shown are those where there was a significant difference between the results for those in households with a person with disability and other households. Items not shown are family and friends, employment/place of work, education/training facilities and child care facilities.

*Source:* NSHS 2018; Table S4.9.

## Tenants who had recently experienced homelessness were less satisfied with their access to friends and family

Tenants who had experienced homelessness in the last 5 years less commonly reported the location of their home met their needs to be close to family and friends (83%), compared with other tenants (90%) (Table S4.10). Otherwise, the proportion of tenants who reported the location of their dwelling met their needs for access to services and facilities was similar, regardless of homelessness experience.

## Households with children have different priorities for the location of their home

Similar proportions of tenants reported the location of their home met their needs for access to a range of services and facilities, whether or not there were children in the household (Table S4.11). However, the services and facilities that these 2 groups rated as important were quite different—tenants in households with children more commonly rated proximity to parks and recreational facilities (79% in households with children, 66% in those without children), child care facilities (43% compared with 15%), education/training facilities (75% compared with 26%) and employment or place of work (71% compared with 31%) as being important to the household, and less commonly reported access to community and support services as important (Table S4.7).

# Satisfaction with maintenance services

6

**Key findings from this chapter:**

- The proportion of SOMIH tenants who were satisfied with emergency maintenance services increased significantly, from 64% in 2014 to 75% in 2018 and is now at a similar level to that for the other housing programs.

- Among CH tenants, the rate of satisfaction with maintenance services declined slightly from 2014 to 2018 (from 74% to 72% for day-to-day maintenance services and from 79% to 77% for emergency maintenance services).

- In the Northern Territory, there were significant increases between 2016 and 2018 in PH tenants' rates of satisfaction with day-to-day maintenance services (from 66% to 73%) and with emergency maintenance services (from 72% to 80%).

---

**Box 6.1: NSHS questions about tenants' satisfaction with maintenance services**

Information about social housing tenants' satisfaction with the maintenance services provided by their housing organisation was obtained from responses to the following questions.

**In the last 12 months, how satisfied were you with:**

- the *day-to-day maintenance services* provided by your housing organisation?
- the *emergency maintenance services* provided by your housing organisation?

Survey respondents selected either Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied, or Not applicable.

In this chapter, the term 'satisfied' refers to satisfied or very satisfied. The term 'satisfaction rate' refers to the proportion of social housing tenants who were satisfied with maintenance services (emergency or day-to-day services, as described).

---

## Program differences in satisfaction with maintenance services are smaller in 2018

Across all programs, a larger proportion of social housing tenants were satisfied with the emergency maintenance services provided by their housing organisation (77%) than with day-to-day maintenance services (69%) (tables S5.1, S5.2).

Among PH and CH tenants, satisfaction rates with day-to-day maintenance services and emergency maintenance services remained relatively unchanged from 2014 to 2018 (Figure 6.1). A large gap in 2014 between SOMIH tenants' satisfaction rate with emergency maintenance services and the rates in the other 2 programs had closed by 2018. SOMIH satisfaction with emergency maintenance services rose from 64% in 2014 to 75% in 2018.

**Figure 6.1: Social housing tenants who were satisfied with day-to-day maintenance services and emergency maintenance services**
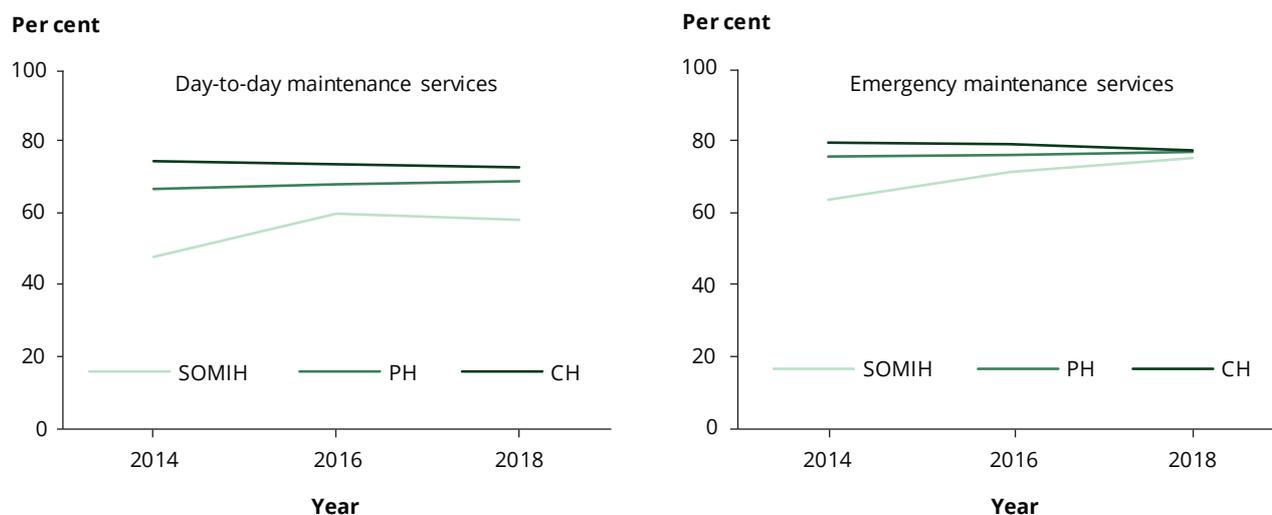


*Sources:* NSHSs 2014, 2016, 2018; tables S5.1, S5.2.

## Public housing: satisfaction with maintenance highest in Queensland, growing in the Northern Territory

PH tenants' satisfaction with maintenance services across states and territories was compared over the period 2014–2018 (tables S5.3 and S5.4). This comparison shows that, in 2018:

- Queensland had the highest rates of satisfaction with day-to-day maintenance services (82%) (Table S5.3) and emergency maintenance services (89%) (Figure 6.2)

- in the Northern Territory, PH tenants' rate of satisfaction with day-to-day maintenance services had increased significantly, from 66% in 2014 to 73% in 2018, as had their rate of satisfaction with emergency maintenance services (from 72% to 80%) (Figure 6.2).

- New South Wales and the Australian Capital Territory had the lowest satisfaction with day-to-day maintenance (both 62%) (Table S5.3).

**Figure 6.2: PH tenants who were satisfied with emergency maintenance services, by state and territory**



Per cent
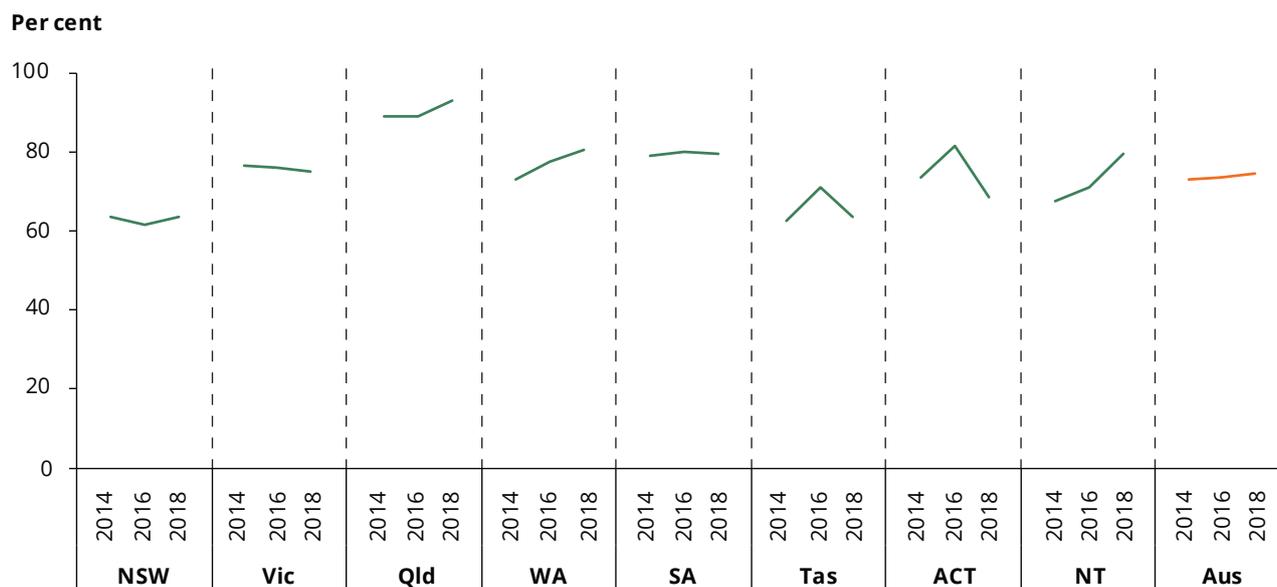
*Source:* NSHS 2018; Table S5.4.

## SOMIH satisfaction with maintenance is growing

Satisfaction with day-to-day maintenance services grew significantly for New South Wales SOMIH tenants, from 39% in 2014, to 51% in 2018 (Table S5.3). Queensland and South Australian SOMIH tenants also grew more satisfied with day-to-day maintenance services, increasing from 56% and 55%, to 66% and 63%, respectively.

Rates of satisfaction with emergency maintenance services were higher for SOMIH tenants in 2018 than in 2014 in all 4 SOMIH states covered by the NSHS (Figure 6.3).

## Satisfaction with maintenance has fallen in community housing

Nationally, the proportion of CH tenants who were satisfied with day-to-day maintenance services declined from 74% in 2014 to 72% in 2018 (Table S5.3). Similarly, the proportion of CH tenants who were satisfied with emergency maintenance services declined from 79% in 2014 to 77% in 2018. These changes are small but statistically significant.

Western Australia CH tenants had the highest satisfaction with emergency maintenance services in 2018 (81%) (Figure 6.4). However, most other states and territories were not far behind (range 75–79%). The exception was the Australian Capital Territory, which was significantly lower than elsewhere in Australia, at 65% in 2018.
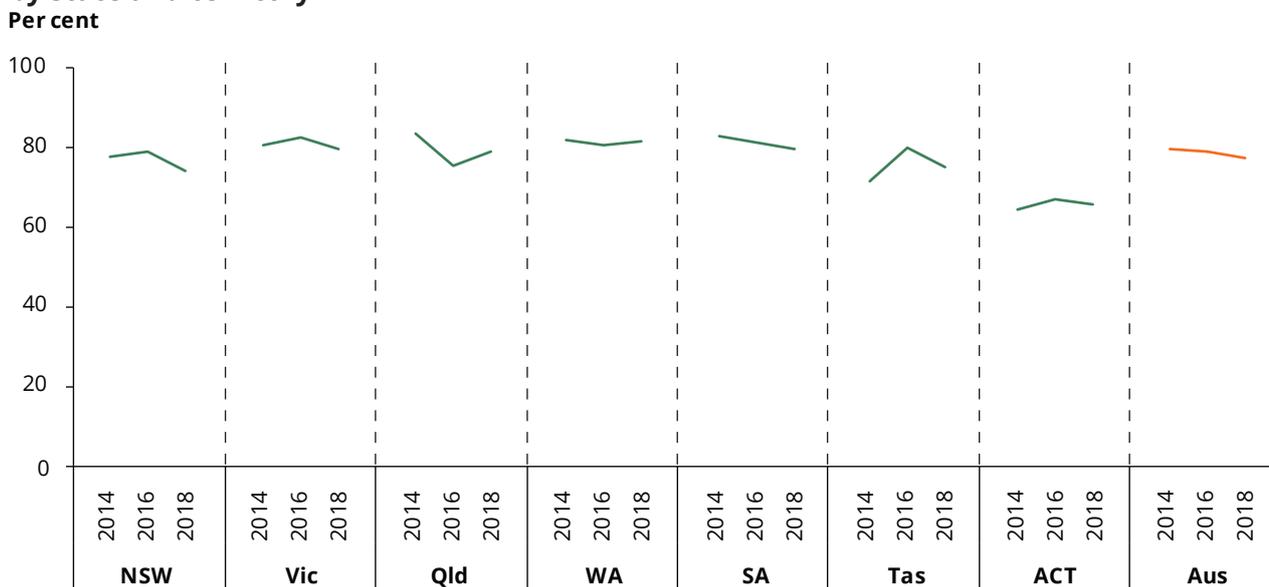
**Figure 6.3: SOMIH tenants who were satisfied with emergency maintenance services, by state and territory**

Per cent
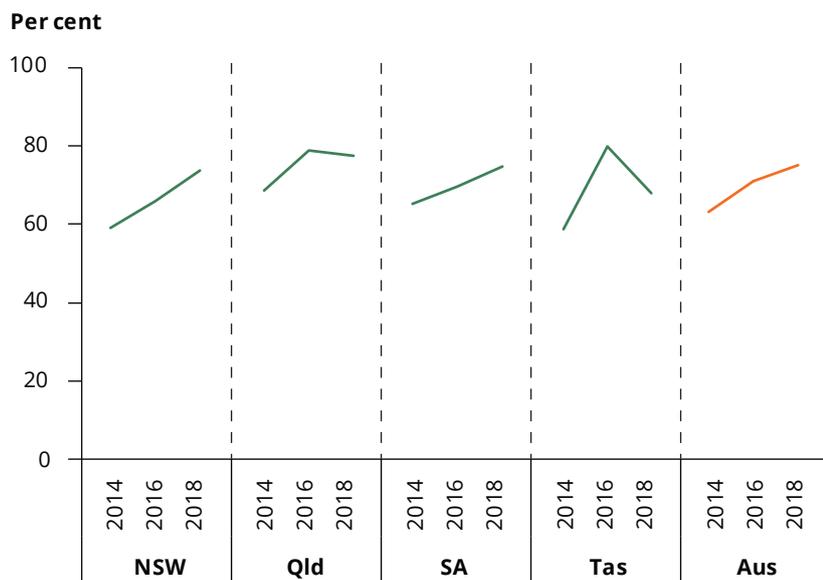


*Note:* The sample for SOMIH Tasmania was 66; estimates should be interpreted with caution.

*Source:* NSHS 2018; Table S5.4.

**Figure 6.4: CH tenants who were satisfied with emergency maintenance services, by state and territory**

Per cent



*Source:* NSHS 2018; Table S5.4.

# Tenants living in homes with structural problems want better maintenance

Satisfaction with maintenance services—like satisfaction with services provided by the housing organisation overall—varied according to the condition of the dwelling (Figure 6.5; tables S5.15, S5.16).

Rates of satisfaction with maintenance services were particularly low among those living in dwellings with multiple structural problems (Figure 6.5). Among SOMIH tenants living in dwellings with 3 or more structural problems, 38% were satisfied with day-to-day maintenance services, compared with 41% of PH tenants and 46% of CH tenants. Among those living in dwellings with only 1 structural problem, the proportion satisfied with day-to-day maintenance services was higher, ranging from 60% of SOMIH tenants to 67% of PH tenants. Rates of satisfaction with day-to-day maintenance services were highest among social housing tenants living in dwellings without any structural problems, ranging from 74% for SOMIH tenants to 80% of PH and CH tenants.

**Figure 6.5: Social housing tenants who were satisfied with day-to-day maintenance services, by number of structural problems**
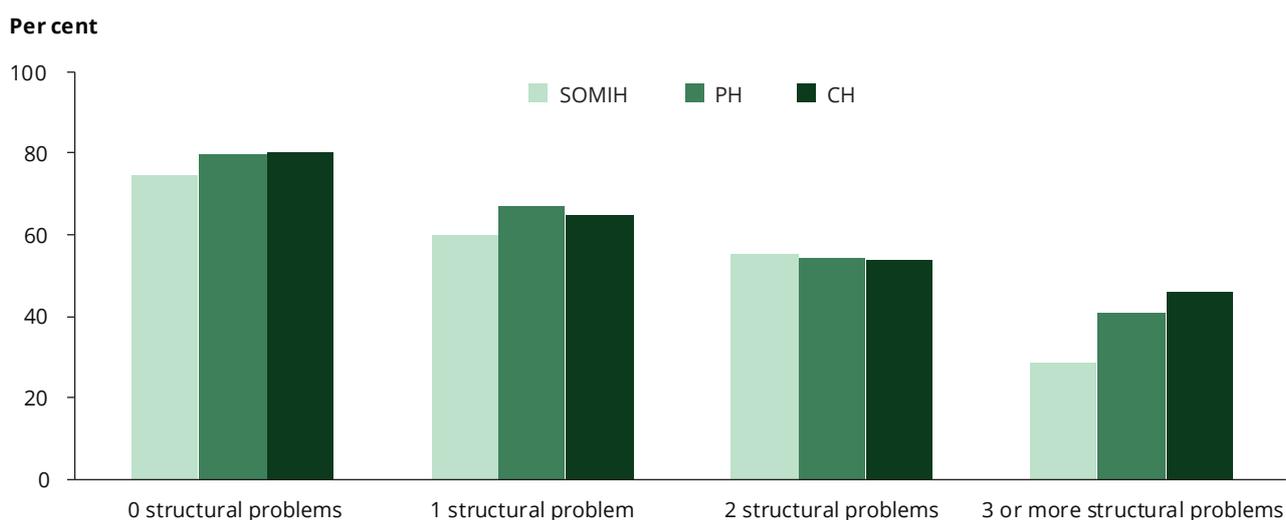


*Source:* NSHS 2018; Table S5.15.

# Indigenous community housing



**7**

In 2018, the coverage of the NSHS was expanded to include ICH tenants in Queensland for the first time. A face-to-face methodology was used to conduct the survey among these tenants. See the *NSHS 2018 methodological report* for the Queensland communities that were sampled as part of the ICH survey.

Some key findings from this component of the survey are included here. More detailed analysis will be included in a separate brief report scheduled for release in early 2019.

• 62% of ICH tenants in Queensland were satisfied with their housing services (Table S6.1). This compares to 66% for the other Indigenous-specific social housing program, SOMIH (all jurisdictions). Other comparisons include Queensland SOMIH (74%), Indigenous PH households (69%) and Indigenous households in the CH program (81%).

• Of ICH tenants who rated being close to family and friends as important, nearly all (99%) say that the location of their home meets their needs.

• ICH tenants report many benefits to living in social housing. Across a range of nominated social, economic and health related aspects, at least 9 in 10 tenants agreed that each was a benefit of living in social housing.

• 1 in 2 ICH tenants are satisfied with the location of their home with respect to public transport access: half of those rating proximity to public transport as important said their needs are met; half said their needs are not met.

> *'Because they are good, understand what you are going through and help.'*
>
> *'Long waiting list but happy with the service and would recommend to other people.'*
>
> *'No security … no safety … locks are broken … Lost key no lock …'*
>
> *'Overall housing experience is great no issues with the service from housing.'*
>
> *'I never have any problems. Our bathroom got fixed and they're going to fix the kitchen up.'*
>
> ICH tenants

# Appendix A: 2018 NSHS data collection and reporting methodology

## Introduction

This appendix provides an overview of the 2018 National Social Housing Survey (NSHS) data collection and reporting methodology. Further information on the 2018 NSHS methodology, including a copy of the final questionnaire, can be found in the *Methodological report* prepared by Lonergan Research, available from the Australian Institute of Health and Welfare website.

## Data collection

The *data quality statement* for the 2018 NSHS is available online. Key information is as follows.

### Survey scope

The 2018 NSHS collected information from tenants of 4 social housing programs—public housing (PH), community housing (CH), state owned and managed Indigenous housing (SOMIH), and Indigenous community housing (ICH, Queensland only).

### Data collection methodology

The approach for the 2018 survey replicated that used in 2016 for PH, CH and SOMIH:

- Among PH, CH and SOMIH tenants (the latter South Australia and Tasmania only), the 2018 NSHS was conducted via a mail-out paper questionnaire, with an option provided for online completion.

- Among SOMIH tenants in New South Wales and Queensland, the 2018 NSHS was conducted via face-to-face interview.

- Among ICH tenants (surveyed in Queensland only and for the first time in 2018), the 2018 NSHS was conducted via face-to-face interview.

The 2018 NSHS used the same survey instrument across PH, CH and SOMIH, with minimal changes made between 2016 and 2018. Before 2010, the survey content differed slightly across programs, reflecting different areas of interest in relation to each program. Since 2012, the adoption of more consistent survey instruments has allowed greater data comparability across social housing programs.

The ICH was conducted using a modified version of the core questionnaire. The modifications were made with the objective of making the questionnaire more suitable for the face to face methodology and the ICH population. See the *NSHS 2018 methodological report* for more information.

All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.

## Sample design

Stratified sampling was undertaken to reduce sampling error and to maximise the chance that jurisdiction/program sample targets were met.

In 2018, minimum sample quotas were employed for remoteness-based strata for the first time. This will improve the reliability of estimates for some of the jurisdiction/program/remoteness-based populations that have smaller populations.

Quotas were set for each jurisdiction/housing strata, as shown in Table A1. The actual responses received are shown in Table A2.

**Table A1: Quotas set for 2018 NSHS, by housing program and state/territory**

| Jurisdiction | PH | SOMIH | CH | ICH |
|---|---|---|---|---|
| NSW | 500 | 500 | 350 | n.a. |
| Vic | 500 | . . | 350 | n.a. |
| Qld | 1,000 | 500 | 500 | 500 |
| WA | 500 | . . | 350 | n.a. |
| SA | 500 | 500 | 700 | n.a. |
| Tas | 500 | 200 | 350 | n.a. |
| ACT | 500 | . . | 350 | . . |
| NT | 500 | n.a. | n.a. | n.a. |

. .    Not applicable (state or territory does not have the program)

n.a.   Not available (jurisdiction not in scope for the 2018 NSHS in the program)

## Survey and interview response rates

The response rate for the mail-out/online component of the 2018 survey was 35.5%; for face-to-face interviews, it was 56.4%. Some non-response bias is expected. Appendix B examines key differences between the sample population and the actual population—therefore providing some indication of the potential for non-response bias. Apart from sample weighting (see 'Weighting' following this section), no adjustments have been made for non-response bias.

Response rates by housing program and jurisdiction are provided in Table A2.

## Weighting

Consistent with the 2016 NSHS, a grouped weighting methodology was employed. Population groups were created across 3 variables: housing type, jurisdiction, and remoteness. The weighting was calculated as follows: the number of households in each population group divided by the number of usable survey responses. All population counts were confirmed by the states and territories.

**Table A2: 2018 NSHS coverage and response rates (%), by housing program, by state and territory**

| Program | NSW | Vic | Qld | WA | SA | Tas | ACT | NT |
|---|---|---|---|---|---|---|---|---|
| **PH** | | | | | | | | |
| Responses (no.) | 571 | 672 | 1,094 | 633 | 580 | 522 | 524 | 545 |
| Response rate | 37.5 | 41.2 | 35.7 | 39.8 | 44.9 | 38.7 | 33.8 | 33.7 |
| **CH** | | | | | | | | |
| Responses (no.) | 381 | 448 | 573 | 488 | 820 | 439 | 177 | n.a. |
| Response rate | 30 | 34.9 | 33 | 33.4 | 38.4 | 36.8 | 26.9 | n.a. |
| **SOMIH** | | | | | | | | |
| Responses (no.) | 537 | . . | 528 | . . | 292 | 66 | . . | n.a. |
| Response rate | 50.6 | . . | 54.4 | . . | 22.3 | 31.1 | . . | n.a. |
| **ICH** | | | | | | | | |
| Responses (no.) | n.a. | n.a. | 500 | n.a. | n.a. | n.a. | . . | n.a. |
| Response rate | n.a. | n.a. | 67.2 | n.a. | n.a. | n.a. | . . | n.a. |

n.a.    not available

. .    not applicable

*Notes*

1. For the mail-out/online component, the response rate was calculated as the number of completed surveys returned as a percentage of the total tenants mailed (excluding any that were returned to sender). For SOMIH and ICH face-to-face surveys, the response rate for ICH was calculated as the number of completed interviews as a percentage of the total number of interviews attempted.

2. SOMIH tenants were surveyed via face-to-face interviews in New South Wales and Queensland and via mail-out in South Australia and Tasmania. Response rates between the 2 methodologies are not directly comparable.

## Sampling error

The estimates are subject to sampling error. Relative standard errors (RSEs) are calculated for findings from the 2018 NSHS to help the reader assess the reliability of the estimates. Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% are marked as such and should be considered with caution. Those with RSEs greater than 50% are considered too unreliable and are not published.

To help interpret the results further, 95% confidence intervals (the estimate plus or minus 2 standard errors) are available online as supplementary tables to the 2018 NSHS.

## Non-sampling error

The estimates are subject to both sampling and non-sampling errors. The survey findings are based on self-reported data. Non-sampling errors can arise from errors in reporting of responses (for example, failure of respondents' memories or incorrect completion of the survey form), or the unwillingness of respondents to reveal their true responses. Further non-sampling errors can arise from coverage, interviewer or processing errors. It is also expected that there is some level of non-response error where there are higher levels of non-response from certain subpopulations.

## Comparability with previous NSHSs

Surveys in this series began in 2001. Over time, the survey's methodology and questionnaire design have been modified. The sample design and the questionnaire of the 2018 survey differ in some respects from previous versions of the survey. Full details are available in the *Methodological report*.

The 2018 NSHS sampling and stratification methods were similar to those for the 2016 survey: a sample was randomly selected from each stratum.

For the 2018 NSHS, caution should be used when comparing data over time or between states and territories due to differences in response rates and non-sampling errors.

As in 2016, the data collected for SOMIH was sourced using 2 methodologies (via mail-out in 2 states and via face-to-face interview in 2 others). Time series data from before 2016, and comparisons between states and territories, should therefore be interpreted with caution.

Refer to data quality statements for the 2014 NSHS, 2016 NSHS and 2018 NSHS and their accompanying technical reports before comparing data across surveys.

# Reporting methodology—respondents versus households

Responses to the NSHS can be:

- information about the social housing tenant completing the survey (the respondent), such as educational attainment or previous dwelling type

- information provided by the respondent:
  - that refers to themselves and other individuals in the social housing household, such as whether any member is Indigenous or is a person with disability
  - on behalf of all members of their household, such as whether the location of their dwellings meets the needs of the household.

It is important to distinguish between household-level responses and responses to those questions that specifically target the individual who completed the survey. Responses related to the individual completing the survey may not apply to other members of the household.

It should also be noted that, where survey respondents have provided information on behalf of other household members, they have not been asked if they had consulted members in formulating their responses.

## Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the corresponding values were set to missing. Cleaning rules resulted in the imputation of responses for some missing values. Missing responses were excluded from the numerator and denominator of estimates presented in this report.

# Appendix B: Sample alignment with administrative data

As part of the NSHS, tenants who responded to the survey were asked to report the gender and age of all members of their household; they were also asked questions to establish if anyone in the household was Indigenous, or had a need for assistance due to disability. Table B1 compares the age and gender distribution of all NSHS 2018 household members with similar information from administrative data collections. The distribution of NSHS 2018 households across selected household-level characteristics is also compared with corresponding information from administrative data collections. For this analysis, the NSHS 2018 data were weighted. Weighting helps account for over- or under-representation of particular groups of tenants in the responding sample, to the extent that these differences reflect differences across jurisdiction by remoteness by housing program categories (these are the groups, or strata, used to determine weights for sample responses).

As Table B1 shows, while there was broad alignment between the NSHS 2018 and administrative data results, there were also some differences, particularly among SOMIH households. This may be partly due to the much smaller size of that program, so that relatively small differences in numbers would lead to greater differences in proportions.

Within PH and CH, older tenants appeared to be over-represented in the NSHS, compared with administrative data, while the profile of NSHS SOMIH tenants was younger than in the administrative data. SOMIH was conducted via face to face interviews in the larger states (New South Wales and Queensland). It may be that the different collection methodologies resulted in different responses biases.

One characteristic recording a noticeable difference between NSHS 2018 results and the corresponding information drawn from administrative data is household composition. For all programs, the proportion of sole parents with children was markedly higher in the NSHS than in the administrative data collections, and the proportion of group or mixed composition households was lower in the NSHS.

While most of the NSHS analysis in this report drew on information about the entire time a tenant had been living in social housing, in Table B1, NSHS information about time in the current home was used, as that information would more closely compare with information about tenure length from administrative data collections. Even so, it appeared that households who had been in social housing for longer were over-represented in the NSHS, particularly among SOMIH tenants.

Finally, there were some discrepancies between the NSHS and administrative data in the proportions of Indigenous households, and households where there was a household member with disability.

**Table B1: Distribution of NSHS 2018 households and occupants across selected characteristics, compared with distribution in administrative collections 2018 (%)**

| | PH | | SOMIH | | CH | |
|---|---|---|---|---|---|---|
| | NSHS 2018 | Admin. data | NSHS 2018 | Admin. data | NSHS 2018 | Admin. data |
| **Gender (all occupants)** | | | | | | |
| Males | 43 | 44 | 45 | 45 | 44 | 44 |
| Females | 57 | 56 | 55 | 55 | 56 | 56 |
| **Age (years) (all occupants)** | | | | | | |
| Under 5 | 4 | 5 | 10 | 7 | 5 | 6 |
| 5 to 17 | 16 | 21 | 33 | 33 | 12 | 19 |
| 18 to 24 | 6 | 8 | 9 | 10 | 7 | 9 |
| 25 and over | 74 | 66 | 47 | 50 | 76 | 66 |
| **Household composition** | | | | | | |
| Single adult | 57 | 58 | 24 | 21 | 60 | 63 |
| Couple only | 11 | 8 | 6 | 4 | 12 | 15 |
| Sole parent with dependent children | 21 | 13 | 42 | 25 | 16 | 7 |
| Couple with dependent children | 6 | 3 | 11 | 8 | 6 | 4 |
| Group and mixed composition | 6 | 19 | 17 | 42 | 6 | 11 |
| **Tenure length** | | | | | | |
| 2 years or less | 17 | 18 | 21 | 22 | 28 | n.a. |
| Over 2 years–5 years | 17 | 19 | 18 | 23 | 24 | n.a. |
| Over 5 years–10 years | 20 | 20 | 19 | 30 | 26 | n.a. |
| Over 10 years–15 years | 14 | 15 | 13 | 10 | 9 | n.a. |
| Over 15 years–20 years | 12 | 11 | 9 | 7 | 6 | n.a. |
| Over 20 years | 20 | 17 | 21 | 8 | 7 | n.a. |
| **Indigenous household status** | | | | | | |
| Indigenous household | 10 | 11 | . . | . . | 9 | 8 |
| Not Indigenous household | 73 | 63 | . . | . . | 74 | 81 |
| Not determined | 17 | 26 | . . | . . | 17 | 10 |
| **Household disability status** | | | | | | |
| Person/s in household with disability | 27 | 41 | 15 | 22 | 25 | 29 |
| No person in household with disability | 56 | 50 | 66 | 45 | 57 | 61 |
| Not determined | 16 | 9 | 19 | 33 | 17 | 10 |

n.a.  not available

. .   not applicable

*Note:* Components within each characteristic may not add to 100% because of rounding.

*Sources:* AIHW administrative data collections; NSHS 2018.

# Appendix C: Regression analysis—details

Regression analysis of NSHS data was used for the first time to examine the statistical relationships between multiple explanatory **factors** and tenant satisfaction. This type of statistical technique shows which individual factors are significantly associated with tenant satisfaction, after simultaneously accounting for the confounding effects of the other factors included in the model (see, for example, Sperandei 2014).

In particular, regression analysis was used to help answer the following key questions:

- What are the most important factors associated with tenant satisfaction, after accounting for differences in geography, demographics and housing-related factors?
- Do the factors associated with satisfaction differ depending on the type of housing program?
- How do we account for apparent differences in satisfaction between different populations? What factors best explain the observed differences?

This appendix provides a detailed description of the regression analysis method and results.

## Method

Logistic regression was the statistical technique used for this analysis. Simple logistic regression is an appropriate analytical technique to use when the outcome variable has 2 categories. In the analysis used for this report, the outcome variable had two categories: whether the social housing tenant was **satisfied** (satisfied or very satisfied) or **not satisfied** (neither satisfied nor dissatisfied, dissatisfied or very dissatisfied) with the services provided by their housing organisation.

A regression model was developed that included variables available in the NSHS data set (referred to as factors in this report) that had been identified in previous analyses as being potentially related to tenant satisfaction, along with key geographic and sociodemographic factors (Table C1). This model (Model 1) was used to analyse all social housing tenants in the 3 main programs combined—PH, CH and SOMIH. Similar models were used to analyse tenants within each program—(Models 2–4). The only differences in Models 2–4 compared with Model 1 were:

- Models 2–4 did not include **housing program** as a variable, as each was single-program only.
- Model 3 (SOMIH) did not include the variable **Whether Indigenous household** as the SOMIH program is specifically targeted at Indigenous households.

More information about the variables used in the analysis is provided in Table C1. In order to have a point of reference, so that the direction and size of a factor's relationship with satisfaction can be seen, a **base case** (reference category) is assigned for each variable in the model (for example, for the variable housing program, the base case is **PH**). The **reference group** is a hypothetical group of tenants with all the base case characteristics combined. This provides a point of reference only—base case selection is not material to the findings. Using the PH example from above, if the model shows SOMIH satisfaction is different from that for PH, this finding would not change if SOMIH were the base case instead of PH.

Base cases for each variable were selected because they provide a useful point of reference—for example, they were the bottom or top of a variable range (for example, age group); they represented the most common group (for example, PH or 'adequate' home utilisation); or they represent a benchmark for tenant satisfaction (for example, Queensland).

The logistic regressions were computed in SAS using PROC SURVEYLOGISTIC, which provides for including a survey weight. The survey weight was included in these analyses to partly account for over- or under-representation (by housing program, state/territory and remoteness and program type) of particular groups of tenants in the responding sample.

## Results

The results from the regression analysis are in the form of **predicted probabilities**. These are the likelihood, estimated by the models, of a tenant's reporting that they are satisfied given they hold a particular set of characteristics (a category for each of the factors included in the model). This can be compared with the predicted probability for the reference group, who hold all the base case characteristics. A higher probability for a particular category (say, the category **CH** for the factor **housing program**), when compared the reference group, indicates that the category of interest (in the example just given, CH) is positively associated with tenant satisfaction in comparison to the base case (for housing program the base case is PH). A negative difference between the category of interest and the reference group indicates a negative association (for example, SOMIH versus the base case of PH).

The predicted probability (expressed as a percentage) was derived from the SAS PROC SURVEYLOGISTIC outputs, which were in the form of odds and odds ratios. This was done as follows (see ABS 2012; Eckel 2008):

**Step 1.** The predicted probability for the reference group was calculated. The log-odds for the reference group is reported in the SAS output as the model intercept. To convert this to a predicted probability, the log-odds was converted to odds by exponentiating the log-odds. The odds was then converted to a predicted probability using the formula:

$$Predicted\ probability = \frac{odds}{(1+odds)} \times 100$$

**Step 2.** The odds ratio (reported in the SAS output) for each factor category was applied to the reference group odds (obtained from Step 1) to obtain the odds for that factor. This was then converted to a predicted probability using the formula provided in Step 1.

**Step 3.** The difference between the predicted probability for the factor category and the reference group was obtained.

**Table C1: Variables and categories used in the regression model**

| Variable/category | Variable construction |
|---|---|
| **Tenant satisfaction** | Observations with invalid or missing responses were excluded from the analysis. |
| Satisfied | Satisfied = Very satisfied or satisfied |
| Not satisfied | Not satisfied = Neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied |
| **Explanatory variables (factors)** | |
| **State/territory** | As recorded. |
| NSW, Vic, Qld, WA, SA, Tas, ACT, NT | No missing or invalid responses. |
| **Remoteness** | Categories 'Remote' and 'Very remote' were combined. |
| *Major cities* (base case), *Inner regional, Outer regional,* and *Remote/Very remote* | No missing or invalid responses. |
| **Age group (years)** | Observations with invalid or missing responses were excluded from the analysis. |
| 0–34 (base case) | '14 years and under', '15–19 years', '20–24 years' and '25–34 years' were combined, and '65–74' and |
| 35–44, 45–54, 55–64, 65 and over | '75 years or over' were combined. |
| **Highest level of education** | Observations with invalid or missing responses were excluded from the analysis. |
| Bachelor degree or above, Certificate, Diploma or Advanced Diploma, Years 11–12, lower than year 10, Year 10 (base case) | Categories 'Year 11' and 'Year 12' were combined. Categories 'Did not go to school', 'Year 6 or below', 'Year 7', 'Year 8' and 'Year 9' were combined. |
| **Whether Indigenous household (this factor not in SOMIH model)** | Observations with invalid or missing responses for any of the relevant questions were excluded from the analysis. |
| Indigenous household | Classified as Indigenous if tenant identified that they or another member of their household were Indigenous. |
| Household not Indigenous (base case) | Classified as Non-Indigenous if tenant (a) did not identify any member of their household (including themselves) as Indigenous and (b) identified that they (and any other members of the household) were not Indigenous. |
| **Whether person with disability in household** | Observations with invalid or missing responses for the relevant questions were excluded from the analysis. |
| 1 or more persons with disability in household, other households (base case) | Classified as at least 1 person with disability in household if tenant identified that they or another member of their household had a need for assistance with self-care, body movement or communication activities due to a long-term health condition or disability. Else classified as no household members with disability. |

*continued*

**Table C1 (continued): Variables and categories used in the regression model**

| Variable/category | Variable construction |
|---|---|
| **Living situation**<br>Single person living alone (base case)<br>Single parent (Single person with 1 or more children in household)<br>Couple with no children in household<br>Couple with 1 or more children in household<br>Other households | Observations with invalid or missing responses were excluded from the analysis.<br>'Other households' were also excluded from the analysis; this represented a very small number of observations.<br>Categories 'Extended family with 1 or more children in household', 'Extended family with no children in household' and 'Group of unrelated adults' were combined. |
| **Housing program**<br>Public housing (base case), Community housing, State owned and managed Indigenous housing | As recorded.by fieldwork provider.<br>No missing or invalid responses. |
| **Number of structural problems**<br>0 (base case), 1, 2, 3+ | Observations with invalid or missing responses were excluded from the analysis. |
| **Number of working facilities**<br>0–6 (base case), all 7 nominated | Observations with invalid or missing responses were excluded from the analysis. |
| **Housing utilisation**<br>Overcrowded, Adequate (base case), Underutilised | Observations with invalid or missing responses to the relevant questions were excluded from the analysis.<br>Refer to Canadian National Occupancy Standard definition in Glossary. |
| **Time in social housing (years)**<br>0–5 (base case), 6–10, 11–15, 16+ | Observations with invalid or missing responses were excluded from the analysis.<br>Categories 'Less than a year', '1–2 years' and '3–5 years' were combined, categories '16–20' and '21 or more' were combined. |
| **Previous dwelling type**<br>House/townhouse/flat (base case)<br>Other than a house/townhouse/flat | Observations with invalid or missing responses were excluded from the analysis.<br>All categories other than 'House/townhouse/flat' were combined into a single category, comprising: caravan/cabin/boat/mobile home, no dwelling/improvised dwelling/motor vehicle/tent, and temporary accommodation/institution/other. |

Table C2 shows the predicted probability of the reference group for each model, and the number of observations for each.

**Table C2: Summary of logistic regression models**

|  | M1—All tenants | M2—PH only | M3—SOMIH | M4—CH |
|---|---|---|---|---|
| Predicted probability of reference group (%) | 95 | 96 | 91 | 94 |
| Number of observations | 5,975 | 2,952 | 1,066 | 1,961 |

*Note:* See Table C1 for the base case for each variable in the models—these are the characteristics of the reference groups.

Factor by factor, the regression results presented in Table C3 show:

• The predicted probability of satisfaction for a tenant with the characteristics of the reference group (the base case categories combined), except in the factor of interest (category as shown).

• The *p* value—this indicates the level of confidence we can have in there being a relationship between a factor category and the outcome (satisfaction). The smaller the *p* value, the greater the confidence of an association between the factor and the outcome. A typical convention is to describe *p* values of less than 0.05 as being statistically significant (with a 95% level of confidence). However, there may be results that do not meet this standard, (say $0.05 < p < 0.10$) but are still of importance or interest (perhaps they complement/align with other findings, or the magnitude of the association is large). Conversely, not all differences with a *p* value < 0.05 are necessarily important or noteworthy, especially if the effect is small.

An example will illustrate how to use the results from Table C3 by examining the factor **structural problems** using **Model 1** (M1). The preceding table (Table C2) shows the predicted probability of being satisfied for the reference group in M1 is **95%**. The base case for the factor structural problems is **0** structural problems in the home. The results presented in Table C3 for the categories **1** structural problem through to **3** or more structural problems allow us to see the predicted change in satisfaction when comparing tenants with no structural problems to tenants with one or more, while holding all other factors constant. The predicted probability in M1 of being satisfied for tenants living with 3 or more structural problems is 72%. This is substantially lower than the probability of being satisfied for the reference group (95%), with a category of 0 structural problems. Not only is the effect large, it is also statistically significant (*p*<0.0001).

Table C4 provides an alternative presentation of the difference values from Table C3. Factor by factor, and for each model, it shows the percentage point change in predicted probability from the reference group attributable to individual categories (all other factors held constant). The dotted line under each model heading represents the predicted probability of the reference group. Categories where the change is statistically significant ($p < 0.05$) are shown using coloured bars—red and extending left from the dotted line are factors that have a significant negative association with satisfaction, those in green and extending right have a significant positive association. The longer the bar, the larger the shift in satisfaction attributable to the category in question. Grey bars are shown where the difference in predicted probability for the relevant category is not significant at the 95% confidence level.

# Table C3: Detailed logistic regression results

| Factor/category | M1—All tenants | | | M2—PH only | | | M3—SOMIH | | | M4—CH | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | p | Predicted probability | Difference from reference group | p | Predicted probability | Difference from reference group | p | Predicted probability | Difference from reference group | p | Predicted probability | Difference from reference group |
| **Housing program (base case: Public housing)** | | | | | | | | | | | | |
| Community housing | 0.0459 | 96 | 1.0 | .. | .. | .. | .. | .. | .. | .. | .. | .. |
| SOMIH | 0.0093 | 92 | -2.7 | .. | .. | .. | .. | .. | .. | .. | .. | .. |
| **State/territory (base case: Qld)** | | | | | | | | | | | | |
| NSW | 0.0001 | 92 | -3.5 | <.0001 | 91 | -5.30 | 0.7445 | 91 | 0.59 | 0.1255 | 96 | 2.05 |
| VIC | 0.0002 | 92 | -3.3 | <.0001 | 92 | -4.22 | .. | .. | .. | 0.9241 | 94 | 0.15 |
| WA | 0.0002 | 92 | -3.5 | <.0001 | 91 | -4.64 | .. | .. | .. | 0.7745 | 94 | 0.47 |
| SA | 0.2194 | 94 | -1.0 | 0.0689 | 94 | -1.73 | 0.2594 | 93 | 2.22 | 0.2206 | 95 | 1.61 |
| TAS | <.0001 | 90 | -5.3 | 0.0013 | 91 | -4.86 | 0.3722 | 87 | -3.82 | 0.3117 | 91 | -2.25 |
| ACT | 0.1278 | 94 | -1.4 | 0.0389 | 94 | -2.07 | .. | .. | .. | 0.6036 | 92 | -1.26 |
| NT | 0.0026 | 91 | -3.8 | 0.0001 | 90 | -5.87 | .. | .. | .. | .. | .. | .. |
| **Remoteness (base case: Major cities)** | | | | | | | | | | | | |
| Inner regional | 0.0347 | 97 | 1.4 | 0.0797 | 97 | 1.28 | 0.7515 | 91 | 0.59 | 0.3636 | 95 | 1.38 |
| Outer regional | 0.0656 | 96 | 1.1 | 0.0746 | 97 | 1.14 | 0.1079 | 93 | 2.69 | 0.8631 | 94 | 0.24 |
| Remote and very remote | 0.3314 | 96 | 0.8 | 0.0707 | 97 | 1.56 | 0.6821 | 89 | -0.91 | 0.8006 | 93 | -0.71 |
| **Sex (base case: female)** | | | | | | | | | | | | |
| Males | 0.0298 | 94 | -1.4 | 0.0938 | 95 | -1.14 | 0.4181 | 89 | -1.35 | 0.0267 | 91 | -2.95 |
| **Age group (base case: 0–34)** | | | | | | | | | | | | |
| 35–44 | 0.8247 | 95 | -0.2 | 0.9231 | 96 | 0.11 | 0.2515 | 88 | -2.60 | 0.7689 | 94 | 0.55 |
| 45–54 | 0.0530 | 97 | 1.6 | 0.0757 | 98 | 1.62 | 0.7485 | 90 | -0.71 | 0.1865 | 96 | 2.09 |
| 55–64 | 0.6415 | 96 | 0.4 | 0.5775 | 96 | 0.57 | 0.1010 | 86 | -4.57 | 0.1941 | 96 | 2.08 |
| 65+ | 0.1027 | 97 | 1.4 | 0.1538 | 97 | 1.40 | 0.5650 | 89 | -1.68 | 0.0427 | 97 | 2.95 |
| **Highest level of education (base case: Year 10)** | | | | | | | | | | | | |
| Degree or higher | 0.0229 | 93 | -2.7 | 0.0754 | 94 | -2.23 | 0.7180 | 89 | -1.77 | 0.3423 | 91 | -2.11 |
| Certificate–Advanced diploma | 0.9506 | 95 | 0.0 | 0.7617 | 96 | -0.24 | 0.7532 | 91 | 0.66 | 0.2103 | 95 | 1.77 |
| Year 11–12 | 0.3095 | 96 | 0.7 | 0.5407 | 96 | 0.46 | 0.9648 | 90 | -0.09 | 0.1719 | 96 | 1.96 |
| Year 10 | 0.3060 | 96 | 0.7 | 0.8006 | 96 | 0.18 | 0.1071 | 93 | 2.52 | 0.0399 | 96 | 2.66 |

*continued*

# Table C3 (continued): Detailed logistic regression results

| Factor/category | M1—All tenants | | | M2—PH only | | | M3—SOMIH | | | M4—CH | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | p | Predicted probability | Difference from reference group | p | Predicted probability | Difference from reference group | p | Predicted probability | Difference from reference group | p | Predicted probability | Difference from reference group |
| **Employment status (base case: Employed)** | | | | | | | | | | | | |
| Not employed | 0.3158 | 96 | 0.6 | 0.2406 | 97 | 0.76 | 0.9002 | 91 | 0.22 | 0.8608 | 93 | -0.25 |
| **Whether Indigenous household (base case: Household not Indigenous)** | | | | | | | | | | | | |
| Indigenous household | 0.9512 | 95 | 0.1 | 0.7714 | 96 | 0.23 | . . | . . | . . | 0.3757 | 92 | -2.06 |
| **Whether person with disability in household (base case: Other households)** | | | | | | | | | | | | |
| Person with disability in household | 0.5636 | 95 | 0.3 | 0.8688 | 96 | -0.10 | 0.1840 | 92 | 1.95 | 0.0210 | 96 | 2.22 |
| **Living situation (base case: Couple with no children in household)** | | | | | | | | | | | | |
| Person living alone | 0.0289 | 92 | -2.7 | 0.1363 | 94 | -1.77 | 0.3995 | 87 | -3.27 | 0.0099 | 86 | -7.61 |
| Single parent | 0.3723 | 94 | -1.1 | 0.6127 | 95 | -0.64 | 0.0276 | 80 | -10.20 | 0.3365 | 91 | -2.80 |
| Couple with children | 0.4690 | 94 | -1.0 | 0.7884 | 96 | -0.39 | 0.0569 | 81 | -9.15 | 0.3679 | 90 | -3.14 |
| Other households | 0.5564 | 94 | -0.9 | 0.7368 | 95 | -0.51 | 0.2664 | 86 | -4.71 | 0.4713 | 91 | -2.35 |
| **Number of working facilities (base case: 7 working facilities)** | | | | | | | | | | | | |
| 0–6 working facilities | 0.0002 | 93 | -2.5 | 0.0013 | 94 | -2.36 | 0.0053 | 84 | -5.92 | 0.0377 | 90 | -3.11 |
| **Number of structural problems (base case: 0 structural problems)** | | | | | | | | | | | | |
| 1 structural problem | <.0001 | 89 | -5.7 | <.0001 | 91 | -4.81 | 0.0011 | 82 | -8.18 | <.0001 | 86 | -7.96 |
| 2 structural problems | <.0001 | 84 | -11.6 | <.0001 | 87 | -8.63 | 0.0128 | 83 | -7.36 | <.0001 | 67 | -26.92 |
| 3 or more structural problems | <.0001 | 72 | -23.6 | <.0001 | 75 | -20.43 | <.0001 | 62 | -28.29 | <.0001 | 59 | -34.24 |
| **Housing utilisation (base case: Adequate)** | | | | | | | | | | | | |
| Overcrowded | 0.0818 | 93 | -2.5 | 0.3257 | 94 | -1.45 | 0.0242 | 85 | -5.14 | 0.0230 | 82 | -11.74 |
| Underutilised | 0.7198 | 95 | 0.3 | 0.8146 | 96 | 0.18 | 0.3259 | 88 | -2.52 | 0.7724 | 94 | 0.50 |
| **Time in social housing (base case: 0–5 years)** | | | | | | | | | | | | |
| 6–10 years | 0.6289 | 95 | -0.4 | 0.6947 | 96 | -0.37 | 0.8856 | 91 | 0.34 | 0.9977 | 94 | 0.01 |
| 11–15 years | 0.0577 | 93 | -1.9 | 0.0359 | 94 | -2.38 | 0.4281 | 88 | -2.27 | 0.6883 | 94 | 0.67 |
| 16+ years | 0.0004 | 92 | -3.5 | 0.0008 | 92 | -3.62 | 0.0233 | 84 | -6.31 | 0.3597 | 92 | -1.68 |
| **Previous dwelling type (base case: House/townhouse/flat)** | | | | | | | | | | | | |
| Other | 0.1336 | 94 | -1.0 | 0.0090 | 94 | -1.98 | 0.0167 | 95 | 4.44 | 0.0055 | 96 | 2.60 |

*Notes*
1. The predicted probability (%) is for a household with the characteristics of the reference group except for the category shown in the first column.
2. The base case for each factor is the category used in the reference group. See Table C2 for more information about the construction of the reference group.
3. 'Difference' refers to the percentage point change in predicted probability when shifting the factor in question from the base case to the category shown, while holding other factors constant.

*Source*: AIHW regression analysis using NSHS 2018.

**This page intentionally left blank**

**Table C4: Predicted probability visualisation (difference from reference group), by factor and model**

| Base case | Category | Model 1–All tenants | Model 2–PH | Model 3–SOMIH | Model 4–CH |
|---|---|---|---|---|---|
| Public housing | Community housing | | | | |
| | SOMIH | | | | |
| | NSW | | | | |
| | VIC | | | | |
| | WA | | | | |
| Queensland | SA | | | | |
| | TAS | | | | |
| | ACT | | | | |
| | NT | | | | |
| Major cities | Inner regional | | | | |
| | Outer regional | | | | |
| | Remote or very remote | | | | |
| Females | Males | | | | |
| | 35–44 | | | | |
| Age: 0–34 | 45–54 | | | | |
| | 55–64 | | | | |
| | 65 and over | | | | |
| | Degree or higher | | | | |
| Education: Less than Year 10 | Certificate–advanced diploma | | | | |
| | Year 11–12 | | | | |
| | Year 10 | | | | |
| Employed | Not employed | | | | |

*continued*

**Table C4 (continued): Predicted probability visualisation (difference from reference group), by factor and model**

| Base case | Category | Model 1–All tenants | Model 2–PH | Model 3–SOMIH | Model 4–CH |
|---|---|---|---|---|---|
| Not Indigenous household | Indigenous household | | | | |
| No household member with disability | Member with disability | | | | |
| Couple with no children | Person living alone | | | | |
| | Single parent | | | | |
| | Couple with children | | | | |
| | Other households | | | | |
| 7 working facilities | 0–6 working facilities | | | | |
| 0 structural problems | 1 structural problem | | | | |
| | 2 structural problems | | | | |
| | 3+ structural problems | | | | |
| Adequate (CNOS) | Overcrowded | | | | |
| | Underutilised | | | | |
| In social housing 0–5 years | 6–10 years | | | | |
| | 11–15 years | | | | |
| | 16+ years | | | | |
| Previously in house, townhouse or flat | Previously in other | | | | |

*Note:* The bars plotted in this table are a visualisation of the 'Difference' values in Table C3. 'Difference' refers to the percentage point change in predicted probability of satisfaction when shifting from the base case to the category shown, while holding other factors constant. Red bars indicate a category is significantly negatively associated with tenant satisfaction, green bars indicate a significant positive association. Grey bars show differences that are not statistically significant at the 95% confidence level. The length of each bar is proportional to the predicted change in satisfaction attributed to the category shown.

*Source:* AIHW regression analysis using NSHS 2018.

# Acknowledgments

# Abbreviations

| | |
|---|---|
| AIHW | Australian Institute of Health and Welfare |
| CNOS | Canadian National Occupancy Standard |
| CH | community housing |
| CI | confidence interval |
| ICH | Indigenous community housing |
| NSHS | National Social Housing Survey |
| PH | public housing |
| RSE | relative standard error |
| SOMIH | state owned and managed Indigenous housing |

# Symbols

| | |
|---|---|
| . . | not applicable |
| n.a. | not available |
| < | less than |

# Glossary

**base case:** a defined category for each variable (factor) included in the regression model, chosen as a point of reference for other categories within each factor. For example, in the factor housing program, the base case is PH. See Box 2.2 for more information.

**Canadian National Occupancy Standard (CNOS):** A measure of the number of bedrooms a household needs to be appropriately accommodated. It is sensitive to both household size (number of people) and household composition (age, gender and couple relationships). The CNOS specifies that:

- no more than 2 people shall share a bedroom
- parents or couples may share a bedroom
- children under 5, either of the same sex or opposite sex, may share a bedroom
- children under 18 of the same sex may share a bedroom
- a child aged 5–17 should not share a bedroom with a child under 5 of the opposite sex
- single adults 18 and over and any unpaired children require a separate bedroom.

**community housing (CH):** Housing that offers short-, medium- or long-term tenure for low income individuals and families, or those with particular needs not well catered for by the private market. CH is generally delivered by not-for-profit organisations and covered in the National Social Housing Survey in all jurisdictions but the Northern Territory. Currently, the CH program operates in all states and territories.

**demographic profile:** A term used in marketing and research to describe a demographic grouping or segment of the population. This can include age bands, gender, educational attainment and labour force status.

**facilities:** An amenity or piece of equipment provided in a home for a particular purpose. See Chapter 4 for the list of amenities examined in the 2018 NSHS. See also **working facility**.

**homelessness:** describes times when the respondent had to live in emergency accommodation provided by a homelessness agency, or had stayed temporarily with friends or relatives because they had nowhere to live, or had been totally without permanent shelter, or had lived in shelter unlawfully (such as squatting in derelict buildings). (*Note:* 'Homelessness' can be defined in different ways for different purposes.)

**household:** Either a group of 2 or more related or unrelated people who usually reside in the same dwelling, and who make common provision for food or other living essentials; or a single person living alone who makes provision for their own food and other essentials.

**household composition:** The grouping of people living in a dwelling. In general, household composition is based on couple and parent–child relationships. In the NSHS, tenants are asked to select a category that best describes their household, based on whether they are a single person, couple or extended family and whether they are living with 1 or more children; or whether they are a group of unrelated adults; or some other situation.

**Indigenous community housing (ICH):** Housing owned or managed by an Indigenous community housing organisation or, in some cases, remote Aboriginal and Torres Strait Islander councils. These bodies may either directly manage the dwellings they own or sublease tenancy management services to the relevant state/territory housing authority or another organisation. This housing is made available to households with at least 1 Indigenous tenant. ICH is provided in all states and territories except the Australian Capital Territory.

**Indigenous household:** A household which contains 1 or more people who identify as being of Aboriginal and/or Torres Strait Islander origin.

**overcrowding:** A situation in a dwelling when 1 or more additional bedrooms are required to meet the **Canadian National Occupancy Standard**.

**predicted probability:** for any choice of factor values (base case or otherwise), each regression model developed for the 2018 NSHS estimates the chance that a tenant with the nominated characteristics would be satisfied with services from their housing provider. This chance of satisfaction is called the predicted probability.

**public housing (PH):** The publicly owned or leased dwellings administered by state and territory governments (also referred to as public rental housing). PH aims to provide appropriate, affordable and accessible housing, mainly for low-income households who have difficulty in obtaining and maintaining housing in the private market.

**reference group:** a hypothetical group of tenants with all the **base case** characteristics combined. The group along with its predicted probability of being satisfied is used as a point of reference for regression analysis results. See Box 2.2 for more information.

**regression analysis:** A statistical technique that identifies significant relationships between variables (characteristics or factors) and an outcome, after simultaneously accounting for the confounding effects of other factors. The regression analysis used in this report identifies relationships between housing, demographic and geographic factors and tenant satisfaction.

**remoteness:** Remoteness areas divide Australia into broad geographical regions that share common characteristics of remoteness for statistical purposes. There are 5 remoteness classes: *Major cities*, *Inner regional*, *Outer regional*, *Remote* and *Very remote*. Remoteness is based on relative access to services and is measured using the Accessibility and Remoteness Index of Australia (ABS 2018).

**satisfaction rate:** The percentage of tenants who were satisfied or very satisfied with services provided by their housing organisations, in relation to either overall housing services, day-to-day maintenance services or emergency maintenance services.

**social housing:** Rental housing that is funded or partly funded by government, and that is owned or managed by the government or a community organisation and let to eligible people. This housing includes **public housing**, **state owned and managed Indigenous housing**, **community housing** and **Indigenous community housing**.

**state owned and managed Indigenous housing (SOMIH):** Housing that is administered by state governments and specifically targeted at households with at least 1 Indigenous member. SOMIH aims to provide appropriate, affordable and financially accessible housing for low- to moderate-income Indigenous households. As at 30 June 2018, SOMIH is provided in New South Wales, Queensland, South Australia, Tasmania and the Northern Territory.

**structural problems:** In this report, refers to problems in the home reported by respondents to the NSHS: rising damp (moisture absorbed from the ground into walls or floors), major cracks in walls/floors, sinking/moving foundations, sagging floors, walls/windows not square (out of alignment), wood rot/termite damage, major electrical problems, major plumbing problems, major roof defect, and other structural problems.

**underutilisation:** A situation where a dwelling contains 2 or more bedrooms that are surplus to the needs of the household occupying it, according to the **CNOS**.

**working facility:** An amenity or piece of equipment provided in a home for a particular purpose, in correct working order.

# References

ABS (Australian Bureau of Statistics) 2012. A comparison of volunteering rates from the 2006 Census of Population and Housing and the 2006 General Social Survey, Jun 2012, Appendix D. Canberra: ABS.

ABS 2018. Australian Statistical Geography Standard (ASGS): volume 5—remoteness structure. Canberra: ABS.

AIHW (Australian Institute of Health and Welfare) 2017. Australia's welfare 2017. Canberra: AIHW.

AIHW 2017. National Social Housing Survey: detailed results 2016. Canberra: AIHW.

AIHW 2018. Housing assistance in Australia 2018. Canberra: AIHW. Viewed 5 February 2019, https://www.aihw.gov.au/reports/housing-assistance/housing-assistance-in-australia-2018/contents/housing-in-australia.

Eckel S 2008. Interpreting logistic regression models . Viewed 18 December 2018. Lecture 14. Los Angeles: University of Southern California. http://www-hsc.usc.edu/~eckel/biostat2/notes/notes14.pdf.

NSW Government FACS 2016. Measuring social housing outcomes: desktop review of evidence: interim report. NSW Family and Community Services. Sydney: New South Wales Government.

PC (Productivity Commission) 2017. Report on Government Services 2017. Canberra: Australian Government.

PC 2018. Report on Government Services 2018. Canberra: Australian Government.

PC 2019. Report on Government Services 2019. Canberra: Australian Government.

Sperandei S 2014. Understanding logistic regression analysis. Biochemia Medica 24(1):12–18.

# List of tables

# List of figures

# Related publications

This report, *National Social Housing Survey 2018: key results*, is the latest in a series of publications presenting results from surveys of social housing tenants conducted every 2 years. The earlier reports can be downloaded for free from the AIHW website.

For those requiring further detail on the findings in this report, complete data tables can be downloaded for free from the AIHW website https://www.aihw.gov.au/reports/housing-assistance/national-social-housing-survey-2018-key-results/data.

The following AIHW publications relating to housing and homelessness might also be of interest:

• AIHW 2018. Couch surfers: a profile of Specialist Homelessness Services clients. Cat. no. HOU 298. Canberra: AIHW.

• AIHW 2018. Housing assistance in Australia 2018 (web report). Cat. no. HOU 296. Canberra: AIHW .

• AIHW 2018. Sleeping rough: a profile of Specialist Homelessness Services clients. Cat. no. HOU 297. Canberra: AIHW.

• AIHW 2018. Specialist homelessness services annual report 2017–18. Canberra : AIHW.

• AIHW 2018. Specialist homelessness services: drug and alcohol related issues. Cat. no. HSE 221. Canberra: AIHW.
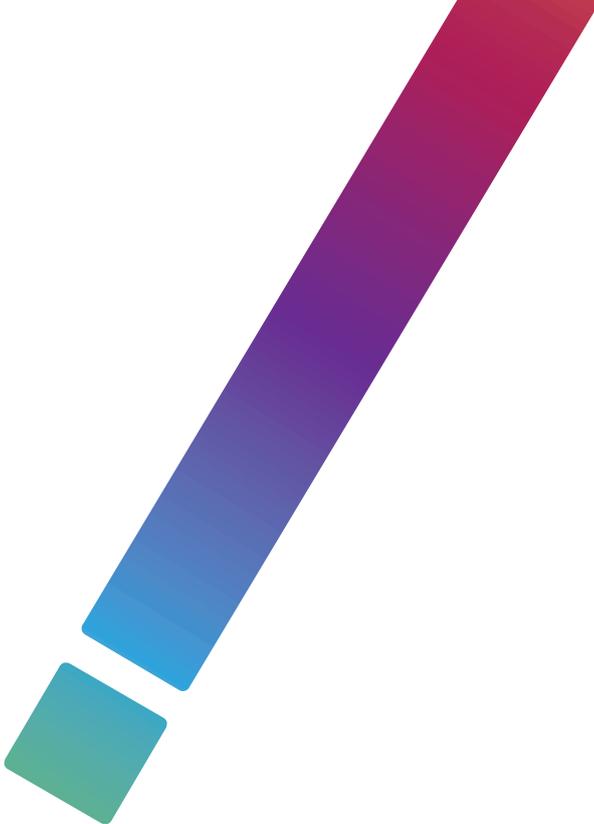
In 2018 most tenants in social housing were satisfied with services from their housing provider. Nearly all tenants cited feeling more settled and being able to manage their rent better as benefits of living in social housing. Australia-wide, satisfaction is high (3 in 4 tenants are satisfied), but there are differences between housing programs and states and territories. The most important explanation for these differences is variation in the structural condition of dwellings between populations.

aihw.gov.au